DOCUMENT RESUME

ED 303 698	CE 052 026

TITLE	Business Education Suggested Course Competencies and Performance Objectives.
INSTITUTION	Henrico County Public Schools, Glen Allen, VA. Virginia Vocational Curriculum Center.
SPONS AGENCY	Virginia State Dept. of Education, Richmond. Div. of Vocational and Adult Education.
PUB DATE	89
NOTE	218p.
AVAILABLE FROM	Virginia Vocational Curriculum and Resource Center, 2200 Mountain Road, Glen Allen, VA 23060-2208 ($16.38).
PUB TYPE	Guides - Classroom Use - Guides (For Teachers) (052)
EDRS PRICE	MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Accounting; Artificial Intelligence; Behavioral Objectives; Business Administration; *Business Education; Business Skills; Clerical Occupations; Competency Based Education; Computer Oriented Programs; *Data Processing; Disabilities; Information Processing; Job Skills; Keyboarding (Data Entry); Management Information Systems; Office Management; *Office Occupations; Office Occupations Education; Postsecondary Education; Recordkeeping; Secondary Education; *Secretaries; Shorthand; Word Processing
IDENTIFIERS	Business Law

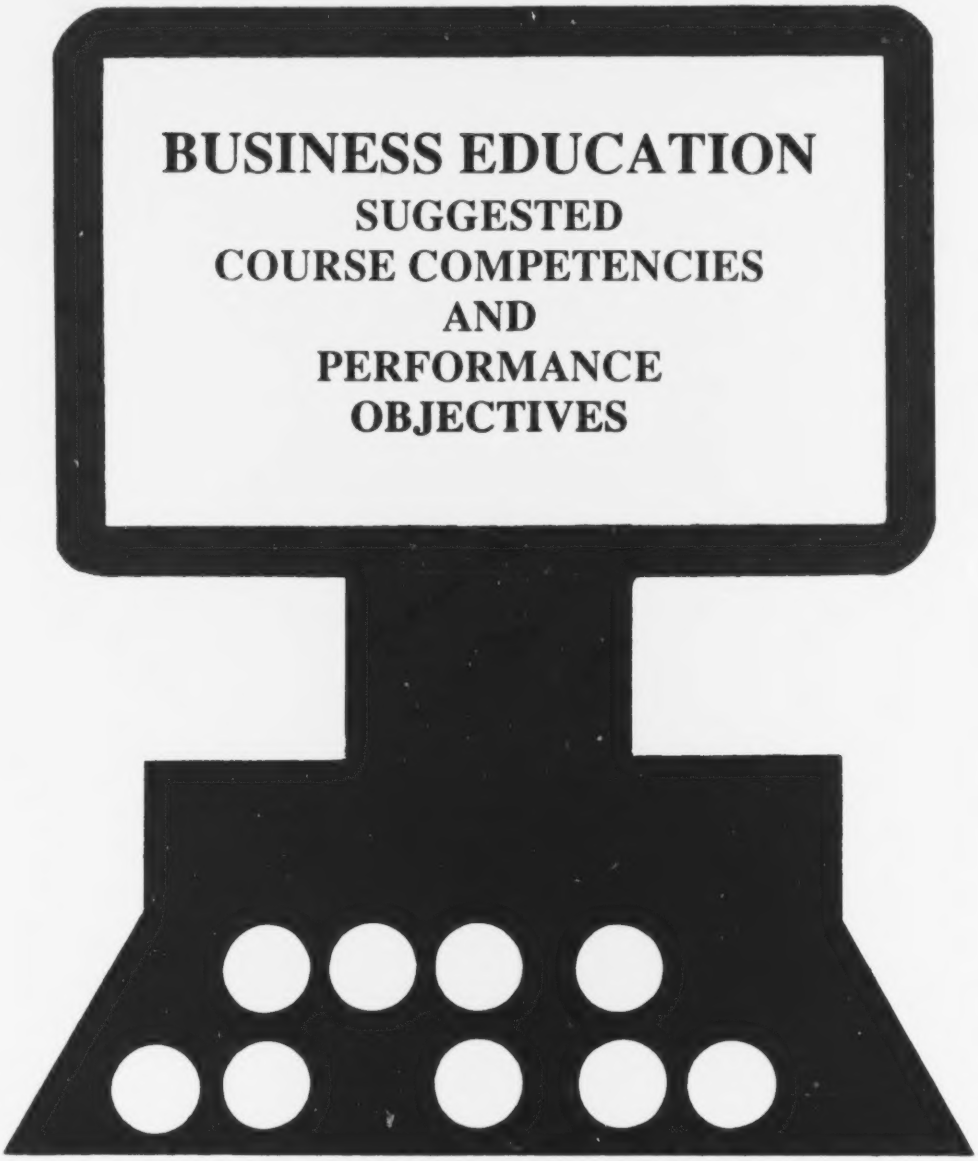
ABSTRACT

These competencies and objectives are designed to assist business educators with the implementation of updated competency-based courses in administrative systems, business management, and information systems programs. Business education courses are arranged alphabetically. Information for each course includes the course title, course number, suggested grade levels, prerequisites, and a course description. Each course is divided into essential skills areas. Each competency is matched with one or more performance objectives. The courses are accounting; accounting computer applications; applied business economics; applied business law; business artificial intelligence; business computer applications; business and computer careers; business education for the handicapped; business management; business supervision and management; clerical accounting I, II; computer concepts; data processing I, II; employment seminar; financial management seminar; information/word processing; introduction to business; keyboarding; keyboarding applications; legal office procedures; management information systems; medical office procedures; office assistant; office services I, II, III; office specialist I, II; office systems; recordkeeping; secretarial administration I, II; and shorthand. Appendixes include the competencies and performance objectives for communication skills, employability skills and leadership development, and business mathematics. (YLB)

ED303698

CE052026

BUSINESS EDUCATION
THE LINK TO THE FUTURE



BUSINESS EDUCATION
SUGGESTED COURSE COMPETENCIES AND PERFORMANCE OBJECTIVES

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☒ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

- Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

Commonwealth of Virginia
Department of Education
Vocational and Adult Education
Richmond, Virginia 23216-2060

1989

"PERMISSION TO REPRODUCE THIS MATERIAL IN **MICROFICHE ONLY** HAS BEEN GRANTED BY

Armstrong

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

BEST COPY AVAILABLE

BUSINESS EDUCATION

SUGGESTED COURSE COMPETENCIES

AND

PERFORMANCE OBJECTIVES

Produced by

Virginia Vocational Curriculum and Resource Center
Department of Vocational and Community Education
Henrico County Public Schools
Glen Allen, Virginia 23060

in cooperation with

Business Education Service
Vocational and Adult Education
Virginia Department of Education
Richmond, Virginia 23216-2060

©Virginia Department of Education, 1989

FOREWORD

Business education is an important segment of the educational program in Virginia. Its goals include the attainment of competencies for both vocational and personal use.

The program in business education has had a number of changes with additions and deletions of courses and programs during the past few years. These changes highlight the need to review course content and update instruction so that students will be prepared for the business world as it currently exists. This guide has been prepared to offer assistance to school divisions in program development and course updates.

In order to meet the needs of students, business education offerings may differ from one locality to another. Therefore, business teachers must assume a major role in providing information about the offerings to guidance counselors, school administrators, teachers, parents, and others. It is hoped that this publication will assist in this process.

S. John Davis
Superintendent of Public Instruction

ACKNOWLEDGMENTS

This publication is the result of a cooperative effort that involved the dedicated work of many business education leaders throughout Virginia.

Special recognition is given to the Business Education Curriculum Study Committee for the restructured courses, skill areas, and content. The committee included:

Wayne Adkins, Montgomery County
Lula Bowyer, Bedford County
John Clark, Appomattox County
Laurie Collier, Newport News City
Ruby Cooley, Chesterfield County
Beverley Dopler, Fairfax County
Brenda Powell, Norfolk City
Anne Rowe, Virginia Department of Education
Elizabeth Russell, Virginia Department of Education
Virginia Russell, St. Paul's College
Jo Ann Sherron, J. Sargeant Reynolds Community College
Jeffrey Stewart, Virginia Tech
Linda Vaughan, Chesapeake City
Clarence White, Radford University.

Recognition is also given to individuals working on basic business competencies and objectives:

Florence G. Bailey, Virginia Department of Education
Mary Barber, Virginia Beach City
Sevella Barcliff, Norfolk City
Betty Bulger, Hampton City
Melvin Campbell, Virginia Department of Education
Timothy Coffey, Norfolk City
Alonzo B. Fane, Portsmouth City
Gale Fausel, Virginia Beach City
Frances Hale, Roanoke City
Bonnie Hardin, Petersburg City
Gloria Hodges, Newport News City
Jean Holbrook, Roanoke County
Hannah Johnson, Prince William County
Argie Lamb, Chesapeake City
June Loveless, Fairfax County
Diane Reed, Fairfax County
Sherry Russell, Portsmouth City
Patricia Self, Chesterfield County
Lori Templeton, Chesapeake City
Mary Lou Vaniels, Roanoke County
Sonja Young, Richmond City.

ACKNOWLEDGMENTS (continued)

Special gratitude is also extended to Anne Rowe, Supervisor of Business Education, Virginia Department of Education, for assembling the materials to describe new programs in business education and coordinating the entire project.

Dr. Kay B. Brown, Supervisor of Vocational Curriculum Development, Virginia Department of Education, coordinated the final publication process. The manuscript was edited and prepared for publication by the Virginia Vocational Curriculum and Resource Center, administered by Henrico County Public Schools, Department of Vocational and Community Education:

Flora C. Armstrong, Director
Phil R. Phelps, Writer/Editor
Peggy L. Watson Writer/Graphics Arts Designer.

Lydia M. Bell, Director
Vocational Program Services
Virginia Department of Education

Carl E. Jorgensen, Associate Director
Business Education
Virginia Department of Education

CONTENTS

Page(s)

Introduction 1

Special Notes/Instructions for Using the Guide 3

Accounting ACC-1-10

Accounting Computer Applications ACA-1-7

Applied Business Economics ABE-1-4

Applied Business Law ABL-1-3

Business Artificial Intelligence BAI-1-2

Business Computer Applications BCA-1-10

Business and Computer Careers BCC-1-2

Business Education for the Handicapped BEH-1

Business Management BM-1-4

Business Supervision and Management BSM-1-7

Clerical Accounting I CAI-1-7

Clerical Accounting II CAII-1-7

Computer Concepts CC-1-5

Data Processing I DPI-1-7

Data Processing II DPII-1-5

Employment Seminar ES-1-5

Financial Management Seminar FMS-1-6

Information/Word Processing IWP-1-7

Introduction to Business IB-1-6

Keyboarding K-1-2

Keyboarding Applications KA-1-3

CONTENTS (continued)

Page(s)

Legal Office Procedures LOP-1-6

Management Information Systems MIS-1-7

Medical Office Procedures MOP-1-7

Office Assistant OA-1-5

Office Services I OSI-1-3

Office Services II OSII-1-4

Office Services III OSIII-1-4

Office Specialist I OSPI-1-9

Office Specialist II OSPII-1-9

Office Systems OS-1-7

Recordkeeping R-1-5

Secretarial Administration I SAI-1-8

Secretarial Administration II SAII-1-9

Shorthand S-1-3

Appendix A-- Communication Skills A-1-2

Appendix B-- Employability Skills and Leadership Development B-1-3

Appendix C-- Business Mathematics C-1-6

INTRODUCTION

The competencies and objectives in this book were developed to assist business educators with the implementation of updated competency-based courses in administrative systems, business management, and information systems programs.

In this publication, business education courses are arranged alphabetically, and alphanumeric page numbers correspond to course titles. Information for each course includes the course title, course number, suggested grade levels, prerequisites, and a course description.

The essential skills areas have been given for each course. The guide addresses the complete program for individuals enrolled in business education courses. Future Business Leaders of America chapter activities are an essential element in the instructional program.

The competencies and objectives have been compiled from work by the Business Education Curriculum Study Committee, basic business education course outlines committees, publications of previous competency-based course outlines for business education, local business education supervisors, and members of the Business Education Service. Materials should be adapted to meet local needs.

SPECIAL NOTES/INSTRUCTIONS FOR USING THE GUIDE

1. Information included in this package is to be considered as a guideline to assist in program planning and in setting up for competency-based education. Local adjustments to these outlines are encouraged.

2. The outlines contain a competency list with corresponding performance objectives for each competency.

3. The performance objectives includes the criterion-referenced measure. For example:

   Competency: Prepare a balance sheet.

   Performance Objective (PO): Given a completed worksheet, statement form, and a completed capital statement, prepare a balance sheet with 100% accuracy.

   Criterion-Referenced Measure (CRM): Located within the PO is the CRM, "with 100% accuracy."

4. In most course outlines, skill areas are listed alphabetically. This is **NOT NECESSARILY** the order in which the areas would be introduced for instruction.

5. The skill areas for "Communication" and "Employability" skills have been included in all 36-week business education courses. These are basic skills that should be mastered by a student completing a business education course. The two areas are listed in each course outline, but to avoid duplication, the competencies may be found in appendices A and B.

6. The outline for Business Mathematics is located in Appendix C. This course is not included in the sequences of courses listed in the current program of studies. However, the course is good for basic and remedial instruction and is found in some school offerings. Since the basic business course revision committee developed the outline, it is included in this guide to assist those who offer the course.

7. Instructional materials differ among school divisions according to equipment and other local determinations. Local educators who require assistance in identifying learning activities and teaching materials may refer to the following reference materials available from the Virginia Vocational Curriculum and Resource Center, 2200 Mountain Road, Glen Allen, Virginia 23060, 804/262-7439:

   Business Economics, Task Analyses
   Business Law, Task Analyses
   Information Processing Specialist, V-TECS catalog
   Introduction to Business, Task Analyses
   Legal Office Procedures, Task Analyses
   Medical Office Procedures, Task Analyses
   Office Supervision and Management, Task Analyses
   Recordkeeping, Task Analyses
   Secretarial Occupations, V-TECS catalog
   Competencies for Business Education, Levels 1, 2, 3 (Adapted from Florida curriculum materials).

   Available from the Business Education Service, P.O. Box 6Q, Richmond, Virginia 23216-2060, 804/225-2692:

   Keyboarding, Task Analyses

ACCOUNTING

Course Code: 6320

Suggested Grade Level: 10, 11, 12

Prerequisites: None

Course Description:

Accounting is a one-year, single-period course with emphasis on accounting principles as they relate to both manual and computerized financial systems. Instruction integrates microcomputers and electronic calculators as the relationships and processes of manual and computerized accounting are presented.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting	
1. Define the purpose of accounting.	Given information on the purposes of accounting, identify orally or in writing at least 10 values or uses of accounting records with 90% accuracy.
2. Discuss ethics in accounting.	Given class dicusssion and five case studies involving ethical decisions in accounting, specify the ethical procedure that the accountant should follow in each case according to predetermined guidelines.
3. Perform simple mathematical functions both manually and electronically.	(a) Given several problems calling for basic mathematical functions using whole numbers and decimals, compute the answers with 100% accuracy. (b) Given several problems involving decimal placement and related percentages, compute the answers and determine the decimal placement with 100% accuracy. (c) Given selected problems from performance objectives a and b (above) and access to an electronic calculator, compute the answers with 100% accuracy.
4. Perform business-related mathematical functions.	Given examples and several problems requiring business-related mathematical functions for figuring invoices, interest rates on savings accounts or certificates, and interest rates on loans, compute the answers with 90% accuracy.
5. Prepare a beginning balance sheet.	Given data and forms, prepare a beginning balance sheet with 100% accuracy.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
6. Record and post opening entries.	Given a beginning balance sheet and forms, record opening entry in general journal, open ledger accounts, and post opening entry with 100% accuracy.
7. Locate and correct errors in accounting records.	Given accounting records with errors, locate and correct errors with 90% accuracy.
8. Debit and credit accounts.	(a) Given at least 10 "T" accounts for a single proprietorship business, each with both debit and credit entries, determine the balance of each account and list the titles and balances with 95% accuracy.
	(b) Given a set of 20 source documents, including purchase for cash and on account, sales for cash and on account, payment of utility bills, purchase of equipment and supplies, other appropriate source documents, and a chart of accounts, analyze each document and determine the accounts to debit and credit for each transaction with 95% accuracy.
	(c) Given a list of 20 business transactions and a chart of accounts for a service business, indicate the accounts to debit and credit for each transaction with 95% accuracy.
9. Record special transactions and analyze records (cash receipts, cash payments, discount for prompt payment, allowance for damaged goods, uncollectible accounts, etc.).	(a) Given a chart of accounts for a small single proprietorship business and 10 transactions involving cash receipts and cash payments, identify the accounts that would be affected by each of the transactions with 95% accuracy.
	(b) Given 40 transactions involving sales for cash, sales on account, purchases for cash, and purchases on account, identify those transactions that are cash receipts and those that are cash payments with 100% accuracy.
	(c) Given six transactions where accounts payable are paid, with at least two involving a discount for prompt payment and at least two involving an allowance for damaged goods, indicate the accounts affected, including the amounts, with 100% accuracy.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
9. Record special transactions and analyze records (continued).	(d) Given six transactions where accounts receivable are paid, including two transactions permitting a discount for prompt payment and two permitting an allowance for damaged goods, indicate the accounts affected for each transaction, including the amounts, with 100% accuracy. (e) Given data relative to four uncollectible accounts, prepare a journal entry to write off these accounts with 100% accuracy.
10. Journalize business transactions in the proper journals.	Given a list of 20 business transactions, identify with 100% accuracy which would be entered in each of the following journals: general, cash receipts, cash payments, accounts receivable, and accounts payable.
11. Prove the equality of debits and credits in a set of journals.	Given a journal and recorded transactions, total columns and prove the equality of debits and credits with 100% accuracy.
12. Prove cash.	Given a journal with recorded transactions and the actual cash balance, prove cash, total, and rule journal with 100% accuracy.
13. Post transactions to the proper accounts.	Given journals with entries and necessary ledgers, post entries with 100% accuracy.
14. Prepare a trial balance.	Given a general ledger and a worksheet, prepare a trial balance with 100% accuracy.
15. Adjust accounts in proper columns on a worksheet.	Given a worksheet with completed trial balance and adjustment data, adjust five accounts with 100% accuracy.
16. Journalize and post adjusting entries.	Given a completed worksheet, journal, and ledger, journalize and post adjusting entries with 100% accuracy.
17. Complete worksheet to determine income or loss for a fiscal period.	Given an eight-column worksheet with trial balance and adjustment columns prepared, complete the worksheet with 100% accuracy.
18. Post closing entries.	Given a completed worksheet and a journal, record closing entries with 100% accuracy.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
19. Prepare a post-closing trial balance to prove the equality of debits and credits posted to accounts.	Given a set of accounts at the end of the month and after the adjusting and closing entries have been posted, prepare a post-closing trial balance with 100% accuracy.
20. Prepare an income statement from a completed worksheet.	Given a completed worksheet and report form, prepare an income statement with 100% accuracy.
21. Prepare a distribution of net income statement.	Given net income/loss, distribution data, and form, prepare a distribution of net income statement with 100% accuracy.
22. Close ledger by preparing entries needed for the summary, capital, and drawing accounts.	Given a completed eight-column worksheet and a two-column statement form, prepare a capital statement with 100% accuracy.
23. Prepare a balance sheet.	Given a completed worksheet, statement form, and a completed capital statement, prepare a balance sheet with 100% accuracy.
24. Explain why prepaid expense accounts require adjustment at the end of an accounting period.	Given information on required adjustment of two prepaid expense accounts, such as store supplies on hand and prepaid insurance, at the end of an accounting period, explain completely and accurately why such adjustments are required.
25. Compute deferred revenue and prepare the general journal entry.	Given a transaction dealing with deferred revenue that must be recorded at the close of an accounting period, compute and prepare the general journal entry with both the computation and the journal entry correctly shown.
26. Compute and prepare required general journal entries for accrued expense accounts.	Given transactions where two accrued expense accounts, such as interest payable and salaries and wages payable, must be recorded at the end of an accounting period, compute and prepare the required general journal entries with all computations correct and with both journal entries correctly shown.
27. Compute accrued interest and record appropriate general journal entry.	Given transactions where accrued interest must be computed and recorded at the end of an accounting period, compute the accrued interest and prepare the required general journal entry to record the transaction with all computations accurate and with the journal entry correctly shown.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
28. Describe systems on which earnings are based (regular hourly pay, overtime hourly pay, salary, straight commission, etc.).	Given information on systems on which earnings are based, such as hourly pay, overtime hourly pay, salary, straight commission, commission plus salary, piece rate, and bonuses, describe each system with complete accuracy.
29. Explain the purpose of withholdings/deductions commonly made from payroll checks.	Given information on withholdings and deductions commonly made from payroll checks, such as federal income tax, FICA tax, state income tax, disability insurance, life insurance, union dues, and savings bonds, describe the purpose of each completely and accurately according to predetermined guidelines.
30. Secure required information and open individual employee earnings records.	Given a payroll register with system of pay and appropriate forms, open 10 individual employee earnings records with 100% accuracy.
31. Record appropriate information for voluntary withholdings.	Given appropriate information from 10 employees and voluntary withholdings, enter the information on the employees' earnings record cards with 100% accuracy.
32. Compute gross earnings for employees' payroll.	Given number of hours worked and hourly rate or commission data, compute gross earnings for 10 employees with 100% accuracy.
33. Compute payroll deductions.	Given a payroll register with gross earnings recorded for 10 employees, appropriate tax charts, and pertinent data, determine and record required and voluntary deductions with 100% accuracy.
34. Compute net pay for payroll.	Given a payroll register with gross earnings and total deductions for 10 employees, compute net pay for each employee with 100% accuracy.
35. Prepare employee earnings records.	Given a completed register and employee earnings records, record the information on the payroll register in the employee earnings record and calculate accumulated earnings with 100% accuracy.
36. Prepare payroll checks.	Given a completed payroll register and 10 blank payroll checks, prepare payroll checks with 100% accuracy.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
37. Journalize and post entries for salary expense, FICA tax, federal income tax, state income tax, and other deductions	(a) Given a completed payroll register, a journal, and a ledger, journalize and post the employees' payroll with 100% accuracy.
	(b) Given a completed payroll register, employer's tax rates for FICA, FUTA, and SUTA, a journal, and a ledger, journalize and post the employer's payroll liabilities with 100% accuracy.
38. Interpret payroll laws and regulations.	(a) Given information on the Social Security Act (FICA), explain completely and accurately the following points: the procedure for securing a Social Security number; persons who must have Social Security tax withheld; the rate of Social Security tax withheld from each employee; maximum wages per year on which employee withholding is taken for FICA; the matching amount that employers must pay for each employee's Social Security; the procedure required when an employee leaves a firm; the type of reporting required for Social Security withholding; the accounts affected when payroll is paid; and the accounts affected when a deposit of FICA taxes is made.
	(b) Given information on the Federal Unemployment Tax Act (FUTA), explain completely and accurately the purpose of the tax, its use, and who pays the tax.
	(c) Given information on state unemployement tax, explain completely and accurately the purposes of the tax, its use, and who pays the tax.
	(d) Given information on the major provisions of the Fair Labor Standards Act of 1938 and its effect on payroll, explain and illustrate completely and accurately the following points: employees who are covered by the act; the minimum wage regulation and which employees are covered under this provision; what hours of work qualify as overtime; and which employees are eligible for overtime.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
38. Interpret payroll laws and regulations (continued).	(e) Given information on the major provisions of federal income tax laws, explain and illustrate completely and accurately the following points: who is responsible for paying income taxes; why payroll withholding was enacted; the requirements of employers to keep payroll records on each employee; the quarterly report; the monthly deposit ticket; the annual report; and the W-4 form.
	(f) Given information on the state's worker's compensation tax, explain completely and accurately the purpose of the tax, who pays for it, when it is paid, and the rate of tax.
	(g) Given information on the major features of the Civil Rights Act of 1964 and the Age Discrimination Employment Act of 1967, explain completely and accurately the major features of these acts and indicate what constitutes discriminatory hiring practices.
	(h) Given information on how personnel records (job application forms, job history records, personal data sheets, etc.) are used, explain completely and accurately how these records are used and give examples of how they provide important backup information.
	(i) Given detailed information on the records that must be kept on each employee as required by federal law, list all five informational items with 100% accuracy.
	(j) Given information on garnishment of wages, explain completely and accurately what garnishment is, which agency may order garnishment, and how garnishment would be handled in a company payroll.
39. Describe proprietorship, partnership, limited partnership, and corporation, including the advantages and disadvantages of each.	Given information on proprietorship, partnership, limited partnership, and corporation, define each and list three advantages and three disadvantages of each.
40. Complete and verify business forms and records.	(a) Given five simulated bank statements and the corresponding checkbook registers, reconcile the bank statement and the checkbook register in each case with 100% accuracy.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
40. Complete and verify business forms and records (continued).	(b) Given a salesperson's completed expense report for a two-week period (including mileage, meals, lodging, and allowable miscellaneous expenses), verify all entries for accuracy, including extensions and column totals, with 100% accuracy.
41. Select a common business application and describe how it would be automated.	Given information on a common business application and how it would be automated, select an application (such as paying a bill, making a consumer purchase, or similar application) and describe the automated process, indicating both people and equipment involved and listing major steps in the process without omitting any major component or step.
42. Demonstrate the ability to use commercial accounting software packages.	Given access to a microcomputer, an automated accounting software package, and appropriate reference manuals, load and execute a demonstration problem with 100% accuracy.
Calculating Machines	
43. Use the touch method in operating a 10-key pad.	Given access to a microcomputer with 10-key pad and data, key data on the 10-key pad, using the touch system, at a rate of at least 150 keystrokes per minute, with no more than five uncorrected errors on a five-minute timing.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Data Management	
44. Identify devices used for processing data electronically.	Given a list of electronic equipment, identify and describe with 100% accuracy those pieces of equipment that are used to process data electronically.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
45. Operate hardware system(s).	(a) Given access to a microcomputer and appropriate reference manuals, demonstrate proper care and handling of hardware, software, and computer operations, including operating printer, power up, loading, and power down, in accordance with the manufacturer's instructions.
	(b) Given a diskette and access to compatible hardware, perform the necessary diskette handling tasks, including copying, formatting, updating, and transferring, with 100% accuracy.
	(c) Given a list of common input/output devices and a list of functions of the devices, match the items with 100% accuracy.
	(d) Given a list of special purpose input/output devices and a list of functions of the devices, match the items with 100% accuracy.
46. Solve problems resulting from computer hardware and software failures.	(a) Given a malfunctioning data device, identify and correct the malfunction or arrange for repair by contacting appropriate service representative.
	(b) Given a malfunctioning software program, identify and correct the problem, or arrange for correction by contacting appropriate software support representative.
47. Handle and care for storage media, organize disks, name a document on disk, update a directory, and develop backup systems.	(a) Given access to a microcomputer, a program disk containing stored data, and a blank disk, make a backup of the program on the blank disk with the new disk containing a duplicate directory of the program disk.
	(b) Given access to a microcomputer and a program disk containing stored data, name a file and update the directory by saving this file according to the instructor's checklist.

Employability Skills and Leadership Development

Include all competencies from Appendix B for instruction in employability skills and leadership development.

ACCOUNTING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Time and Resource Management	
48. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, all items on checklist rated acceptable.
49. Demonstrate cost-effective use of resource materials through efficient use of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

ACCOUNTING COMPUTER APPLICATIONS

Course Code: 6613

Suggested Grade Level: 11, 12

Prerequisites: Keyboarding (18 weeks)
Accounting

Course Description:

Accounting Computer Applications is a one-year, single-period course designed to utilize microcomputers to automate, analyze, and interpret business applications including payroll, inventory, accounts payable, and accounts receivable. Management of financial records through various business activities, partnership and corporate accounting, general ledger, and cost accounting are also included. Eleventh- and twelfth-grade students taking this course may participate in Cooperative Office Education.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting	
1. Demonstrate competency in the structure and sequence of the accounting cycle.	(a) Given information on the purposes of accounting, list at least 10 values or uses of accounting with 100% accuracy.
	(b) Given class discussion and 10 case problems involving ethics in accounting, specify the ethical procedure that the accountant should follow in each case.
	(c) Given information on systems used for locating and eliminating common errors in accounting records, describe orally or in writing how the errors may be detected, with 100% accuracy.
	(d) Given an explanation of the 10 steps of an expanded accounting cycle (the source document, journalizing, posting, the trial balance, the worksheet, the balance sheet, the income and expense statement, the adjusting and closing entries, the post-closing trial balance, and analysis and use of accounting data), explain what occurs in each step completely and accurately.
2. Analyze books, worksheet, and statements to determine percent of cash sales as compared to sales on account.	Given a complete set of books for a month and the worksheet and statements, find the percent of monthly cash sales as compared to sales on account with 100% accuracy.

ACCOUNTING COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
3. Analyze cash sales to determine highest average cash sales (daily, monthly, quarterly, etc.).	Given a one-year record of daily cash receipts from sales and a calendar for the year, analyze cash sales and determine which day, week, month, and quarter has the highest average cash sales, with 100% accuracy.
4. Define perpetual inventory, periodic inventory, and physical inventory.	Given an explanation of perpetual inventory, periodic inventory, and physical inventory, define each term and explain its features completely and accurately.
5. Analyze an inventory report to determine items most frequently sold during an accounting period.	Given an inventory report for a mercantile business that shows all increases and decreases on at least 50 items of inventory, analyze the report and determine with 100% accuracy the 20 inventory items that were most frequently sold during the accounting period.
6. Compare balances of a sales account and a traveling salesperson's expense account to determine the effectiveness of the expenses incurred in generating sales.	Given the monthly balances of the sales account and the traveling salesperson's expense account for one year, compare these amounts for each month and determine with complete accuracy in which month the traveling salesperson's expense was most effectively used in generating sales.
7. Develop bar graphs for expenses (salaries, travel, shipping charges, etc.) spent during a specific period.	Given access to a microcomputer and the amounts spent for one year on five expenses such as salaries, travel, shipping charges, store supplies, and cost of goods sold, develop monthly bar graphs on a microcomputer for each expense with 100% accuracy.
8. Describe major benefits of the use of control accounts and subsidiary ledgers in an accounting system.	Given information on the benefits of using control accounts and subsidiary ledgers in an accounting system, describe three major benefits with complete accuracy.
9. Explain the advantages and disadvantages of a ledgerless accounts receivable system.	Given information on the advantages and disadvantages of a ledgerless accounts receivable system, explain the operation of the system, including at least three advantages and three disadvantages, with complete accuracy.
10. Explain and compare the Accelerated Cost Recovery System and declining balance method for handling depreciation.	Given information on the Accelerated Cost Recovery System and declining balance method, explain and compare the two systems completely and accurately.

ACCOUNTING COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
11. Compute depreciation using the Accelerated Cost Recovery System.	Given the names of 10 different equipment items and information on their original cost, expected years of use, and expected trade-in or salvage value, determine depreciation for each using the Accelerated Cost Recovery System with 100% accuracy.
12. Compute depreciation using declining balance method.	Given the names of 10 different equipment items complete with information on their original cost, expected years of use, and their expected trade-in or salvage value, determine monthly depreciation for each using the declining balance method with 100% accuracy.
13. Demonstrate competency in adjusting and closing entries and the use of the worksheet.	Given a 10-column worksheet with a trial balance already entered and totaled and information on the depreciation of five assets such as buildings, office equipment, and delivery equipment, make the required entries in the adjustments column and complete the adjusted trial balance section with all entries correct and with column totals in balance.
14. Define sole proprietorship, partnership, and corporations, listing advantages and disadvantages of each.	(a) Given information on a sole proprietorship type of business ownership, describe with complete accuracy this type of ownership, including two advantages and two disadvantages as compared to other types of ownership. (b) Given information on a partnership type of business ownership, describe with complete accuracy this type of ownership, including two advantages and two disadvantages as compared to other types of ownership and information on how the partners might share both work and profits. (c) Given information on a corporate type of business ownership, describe with complete accuracy this type of ownership, including two advantages and two disadvantages as compared to other types of ownership and information on how profits may be shared with holders of common and preferred stock.
15. Describe differences in an accounting system used by a service business to that used by a mercantile business.	Given information on differences between an accounting system used by a service business and one used by a mercantile business, describe completely and accurately the special features of each system and indicate the differences and why the differences exist.

ACCOUNTING COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Automated Accounting	
16. Select a common business application and describe how it would be automated.	Given information on a common business application and how it would be automated, select an application (such as paying a bill, making a consumer purchase, or similiar application) and describe the automated process, indicating both people and equipment involved and listing major steps in the process without omitting any major component or step.
17. Evaluate the appropriateness of accounting software packages for business applications, choosing the correct packages to suit the need.	Given information on the capabilities of two accounting software packages and the accounting requirements of two business applications, identify the correct software package to use with 100% accuracy.
18. Complete a trial balance.	Given an automated accounting software program, access to a microcomputer, and source data, generate a trial balance with data verified and all errors corrected.
19. Enter and process accounts payable transactions and generate related reports and checks.	Given automated accounts payable software, access to a microcomputer, and source data, process transactions, generating related reports and vendor checks, verifying the data and correcting all errors.
20. Enter and process accounts receivable transactions and generate related reports and customer statements.	Given automated accounts receivable software, access to a microcomputer, and source data, process accounts receivable transactions, generating related reports and customer statements, verifying the data, and correcting all errors.
21. Enter and process payroll transactions and generate a payroll register, computerized checks, quarterly report, and W-4 form.	Given automated payroll software, access to a microcomputer, and source data, process payroll transactions, generating payroll checks and related reports, verifying the data, and correcting all errors.
22. Complete an electronic spreadsheet application.	(a) Given access to a microcomputer, an electronic spreadsheet program disk, and appropriate reference manuals, load and execute a demonstration program, completing the execution of the program. (b) Given access to a microcomputer, an electronic spreadsheet program disk, and appropriate reference manuals, enter data and formulas at desired locations on the spreadsheet, using correct operating procedures.

ACCOUNTING COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
22. Complete an electronic spreadsheet application (continued).	(c) Given access to a microcomputer, an electronic spreadsheet program disk, and appropriate reference manuals, retrieve, update, save, and print data with 100% accuracy.
	(d) Given a familiar spreadsheet format on which information has been entered, move and edit the information in the spreadsheet program without destroying or modifying the material that is to be retained for further use, all moving and editing with 100% accuracy.
	(e) Given a familiar spreadsheet format or a student-prepared spreadsheet format, write a formal documentation of the spreadsheet, explaining each part of the documentation according to established guidelines.
	(f) Given a familiar spreadsheet, answer "What if?" questions, such as "What if advertising were increased 10%?" and "What if cost of goods sold increased 5%?", without assistance from the instructor or from the reference materials and with 100% accuracy.
23. Complete and verify business forms and records.	(a) Given a selected financial report for a business situation, design a spreadsheet template, using formatting commands and data entry commands to produce the desired report format.
	(b) Given a familiar spreadsheet program, use the spreadsheet to format a balance sheet, complete a break-even point analysis, and/or other similar applications, producing the desired output in usable form.
Calculating Machines	
24. Use the touch method in operating a 10-key pad.	Given access to a microcomputer with 10-key pad and data, key data on the 10-key pad, using the touch system, at a rate of 120 keystrokes per minute, with no errors on a three-minute timing.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	

ACCOUNTING COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Data Management	
25. Identify devices used for processing data electronically.	Given a list of electronic equipment, identify and describe those pieces of equipment that are used to process data electronically with 100% accuracy.
26. Demonstrate correct keyboarding techniques.	Given access to an electric typewriter or microcomputer and copy material of average syllabic intensity, keyboard alphabetic and numeric keys using the touch method, striking the keys at a rate of at least 30 words per minute with no more than three errors on a five-minute timing.
27. Operate hardware system(s).	(a) Given access to a microcomputer and appropriate reference manuals, demonstrate proper care and handling of hardware, software, and computer operations, including operating printer, power up, loading, and power down, in accordance with the manufacturer's instructions and predetermined guidelines.
	(b) Given a diskette and access to compatible hardware, perform the necessary diskette handling tasks, including copying, formatting, updating, and transferring, with 100% accuracy.
	(c) Given a list of common input/output devices and a list of functions of the devices, match the items with 100% accuracy.
	(d) Given a list of special purpose input/output devices and a list of functions of the devices, match the items with 100% accuracy.
28 Demonstrate the ability to load a program into the computer from a program disk.	Given access to a microcomputer and appropriate reference manuals, load a program from the program disk into the computer memory and run the program according to established guidelines.
29. Solve problems resulting from computer hardware and software failures.	(a) Given a malfunctioning data device, identify and correct the malfunction, or arrange for repair by contacting appropriate service representative.
	(b) Given a malfunctioning software program, identify and correct the problem, or arrange for correction by contacting appropriate software support representative.

ACCOUNTING COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
30. Handle and care for storage media, organize disks, name a document on disk, update a directory, and develop backup systems.	(a) Given access to a microcomputer, program disks, and data disks, describe a procedure for preventing unauthorized use of the computer equipment and diskettes according to established guidelines. (b) Given access to a microcomputer, a program disk containing stored data, and a blank disk, make a backup of the program disk on the blank disk with the new disk containing a duplicate directory of the program disk. (c) Given access to a microcomputer and a program disk containing stored data, name a file and update the directory by saving this file according to the instructor's checklist.
31. Identify flowchart symbols.	Given information on flowchart symbols and a detailed program flowchart, identify each flowchart symbol and describe the function of that symbol with 100% accuracy.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Time and Resource Management	
32. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, all items on checklist rated acceptable.
33. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

APPLIED BUSINESS ECONOMICS

Course Code: 6145

Suggested Grade Level: 11, 12

Prerequisites: None

Course Description:

Applied Business Economics is a half-year, single-period course. Basic economic concepts such as supply and demand, competition, growth, and stability are emphasized. Topics include government's role in the economy, business and the economy, the sharing of economic risks, establishment of economic goals, and the effect of inflation and monetary policies on national and international economies.

COMPETENCIES	PERFORMANCE OBJECTIVES
Government and the Economy	
1. Identify advantages of a balanced federal budget.	Given information on the federal budget and report guidelines, describe the advantages of a balanced budget in a written report that includes definitions of a deficit budget, surplus budget, national debt, and a list of four advantages of a balanced budget.
2. Explain who owes the national debt.	Given an overview of the government's role in the economy and report guidelines, explain who owes the national debt in a written report that describes occasions when governments submit budgets in deficit or in surplus, cites five areas in which government spends money, and explains the only way that national debt can be reduced.
3. Explain the role of taxation in the American economy.	Given information on taxation, including the definition of tax, the three classifications of taxes, seven types of taxes, and the role played by taxes in the government fiscal policy, explain the role of taxation in the American economy by completing an instructor-prepared test with 80% accuracy.
4. Explain the role of social insurance in the U.S. economy.	Given a list of social insurance programs and their purposes, explain the role of social insurance in the U.S. economy by matching each program to its accepted purpose with 90% accuracy.
5. Describe the impact of welfare programs on the national economy.	Given information on various welfare programs, describe the impact of welfare programs on the U.S. economy in a written report that identifies existing state and local programs, describes how the programs are financed, and lists pros and cons of these programs.

APPLIED BUSINESS ECONOMICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Importance of Economics	
6. Describe how a basic knowledge of economic principles helps individuals react to current economics.	Given assigned reading materials and group discussion, describe in a brief report to the class how the knowledge of economic principles helps individuals deal with contemporary economic problems and issues, including an explanation of the economic principles, with the report judged acceptable according to specifications given in class.
Labor and the Economy	
7. Describe how the price of labor is determined.	Given assigned readings and class discussion, describe in a written report how the price of labor is determined, including five factors that affect wages in addition to supply and demand and the influences of each factor on the price of labor. The report must be presented according to instructor-provided specifications.
8. Describe how labor unions affect the economy.	Given assigned readings, class discussion, and report guidelines, describe in a written report how labor unions affect the American economy, including the following components: (1) identification of the types of labor unions; (2) three examples of U.S. labor unions; (3) the history and purpose of unions; and (4) an explanation of methods used by management and unions in dealing with each other. All report components must be judged acceptable on an instructor-prepared checklist.
9. Explain how performance indicators are used to measure economic growth.	Given assigned readings and class discussions, describe in a written report how performance indicators are used to measure rises and declines in economic growth and how GNP, national income, and personal income are determined, report completed according to instructor-provided specifications.
10. Explain the concept of business cycles.	Given assigned readings and class discussions, explain the concept of business cycles by completing an instructor-prepared test with 75% accuracy.

APPLIED BUSINESS ECONOMICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Laws of Economics	
11. Describe how prices help determine the kinds and quantities of goods produced.	Given necessary references and report guidelines, describe in a written report how prices help determine the kinds and quantities of goods produced, including at least three examples, report judged accurate according to references used.
12. Describe how the free market system deals with surpluses and shortages by using price to bring demand and supply into equality at the same time.	Given assigned references, write a description of supply and demand and how it affects prices, and how prices in a free market system deal with surpluses and shortages by completing an instructor-provided worksheet with 100% accuracy.
13. Relate inflation to the economic condition of the United States.	Given assigned readings, class discussion, problem-solving exercises, and report guidelines, prepare a written report that includes the following: (1) a definition of inflation; (2) the relationship between inflation and the economic condition of the United States; (3) causes of inflation; (4) ways of stopping or controlling inflation.
Money and Financial Institutions	
14. Describe the purpose of banks in our economic system.	Given information on banks and report guidelines, describe in a written report the purpose of banks in our economic system, the four functions of banks, and four ways banks affect the economy.
15. Describe how the Federal Reserve system stabilizes the U.S. economy.	Given an overview of money and financial institutions, describe how the Federal Reserve works, explain its organization, and list five ways the Federal Reserve regulates the money supply by completing a written test with 80% accuracy.
16. Explain how the fluctuations of the stock market reflect the state of the economy.	Given information and instruction on stock market fluctuations, explain orally or in writing how the fluctuations of the stock market reflect the state of the economy, including a description of the elements and structure of a stock market and four ways its fluctuations reflect the state of the economy.

APPLIED BUSINESS ECONOMICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Production	
17. Describe the flow of goods and services and how the production of goods and services affects the gross national product.	Given assigned reading and information on economic concepts, describe the effect of the flow of goods and services on the gross national product by completing with 80% accuracy the items related to GNP on a written test.
18. Diagram the flow of goods through the marketing system.	Given newspapers and guidelines, select two articles that show the flow of goods through the marketing system and write a detailed summary of each article, underlining related economic terms. The summary must be judged acceptable according to a checklist based on the guidelines provided.
19. Describe how the type of business organization is directly related to the ability of the business to assemble, organize, and manage the factors of production.	Given information on types of business organization, describe in a written report how three types of business organizations are directly related to the ability of business to assemble, organize, and manage the factors of production, including a description of each organization and an explanation of how capital is generated and liability is shared, with report judged acceptable according to an instructor-prepared checklist.

APPLIED BUSINESS LAW

Course Code: 6132

Suggested Grade Level: 11, 12

Prerequisites: None

Course Description:

Applied Business Law is a half-year, single period course that incorporates economic and social concepts as they relate to laws affecting businesses and individuals. Course topics include contracts; bailments; employment; property, sales, and insurance laws; business organization; commercial paper; bankruptcy; agencies and trusts; and business law careers.

COMPETENCIES	PERFORMANCE OBJECTIVES
Consumer Choices	
1. Explain the importance of warranties in buying products.	Given class discussion on laws and cases involving warranties, explain the importance of warranties in buying products by completing a written test with 80% accuracy.
2. Identify and describe the types of bailments.	Given information on bailments, identify and describe the types of bailments with 80% accuracy on a written quiz.
Contracts	
3. Analyze the elements of a contract.	Given information on laws involving contracts, analyze the elements of a contract by explaining on a written test with 80% accuracy the types of contracts; the differences between valid, void, and voidable contracts; what constitutes a valid offer and acceptance; situations that make contracts void and voidable; the role of consideration; and contracts that must be in writing to be enforced.
4. Differentiate between contracts that are transferable and contracts that are not transferable.	Given case situations and information on transferable and non-transferable contracts, differentiate between contracts that are transferable and contracts that are not transferable by stating with 100% accuracy in each case whether rights can be assigned or duties delegated and the rights of the parties to each contract.
5. Identify and describe the means of discharging contracts.	Given information on discharging contracts and case problems, identify and describe the means of discharging contracts by completing a multiple-choice test with 80% accuracy.

APPLIED BUSINESS LAW (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
6. Explain remedies available for a breach of contract.	Given information on contract enforcement and case problems, explain the remedies available for a breach of contract by answering with 80% accuracy questions accompanying each case.
Legal Aspects of Employment	
7. Explain the rights and responsibilities of parties to an employment contract.	Given information on laws related to employment, explain the rights and responsibilities of parties to an employment contract by completing a written test with 80% accuracy.
8. Identify state and federal laws and agencies dealing with employment.	Given case problems involving worker compensation, discrimination, wage and hour laws, social security, and child labor laws, identify with 80% accuracy the state and/or federal law and the agency that would most effectively deal with each case situation.
9. Identify the protections available to employees.	Given necessary references, identify the protections available to employees by completing a worksheet with 80% accuracy according to instructions provided.
Legal Rights and Responsibilities	
10. Describe the different types of law and their roles in society.	Given information on the sources of U.S. law; roles of law in society; effect of English common law and Roman civil law; and the differences among moral, natural, and human-made laws, describe the different types of law and their roles in society by completing a written test with 80% accuracy.
11. Identify rules of law affecting minors.	Given an overview of the rights and responsibilities of minors in both criminal and civil matters, identify rules of law affecting minors with 85% accuracy on a written test.
12. Identify and distinguish between crimes and torts.	Given a number of case situations involving criminal and civil laws, identify and distinguish between crimes and torts by correctly stating the crime or tort involved and identifying the type of court (criminal or civil) responsible for resolving each case.

APPLIED BUSINESS LAW (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
13. Describe the court system and how a case goes to trial.	Given references and information on federal and state courts, the roles of those involved in court cases, and trial procedures, describe the court system and how a case goes to trial by completing an instructor-provided worksheet with 80% accuracy.
Purchasing Power	
14. Identify and describe the types of negotiable instruments.	Given samples of four types of negotiable instruments, identify and describe each, including (a) explanation of the parties to each instrument; (b) ways each can be discharged; (c) requirements under U.C.C.; and (d) five ways to avoid legal difficulties in the handling of negotiable instruments.
15. Describe the laws related to buying on credit.	Given appropriate references and report guidelines, describe the laws related to buying on credit by writing a report that includes (a) definition of credit and related terms; (b) role of credit cards; and (c) provisions of those laws specified by instructor. The report must be judged acceptable according to instructor checklist.
16. Explain how negotiable instruments are transferred.	Given class discussions and other resources, explain how negotiable instruments are transferred by completing with 90% accuracy a worksheet according to instructions provided.
17. Identify factors to consider when borrowing money.	Given information on loans, loan contracts, and applicable laws, identify factors to consider when borrowing money by completing a written test with 80% accuracy.
18. Describe the laws that apply to the collection of negotiable instruments.	Given information and resources on negotiable instruments, describe the laws that apply to the collection of negotiable instruments by completing a written test with 80% accuracy.

BUSINESS ARTIFICIAL INTELLIGENCE

Course Code: 6655

Suggested Grade Level: 11, 12

Prerequisites: Data Processing I

Course Description:

Business Artificial Intelligence is a one-year, single-period course designed to provide students with opportunities to analyze data and to solve business problems using a high-level computer programming language. Students' attention will be focused on knowledge representation and the development of expert systems to optimize solutions to business problems. Students taking this course may participate in Cooperative Office Education. This course would be appropriate as an offering for identified gifted and talented students. Computer Science students may enroll with instructor approval.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Data Management	
1. Interpret an AI search program that finds a path from one geographical area to another (e.g., New York to Los Angeles).	Given an AI program that searches the path from one geographical area to another, discussion related to AI search techniques, and a worksheet, interpret the program by answering the questions on the worksheet with 85% accuracy.
2. Identify business problems that might be solvable with a microcomputer, artificial intelligence/ expert systems software, and a minimum of programming skills.	Given information and discussion concerning artificial intelligence and expert systems, identify business problems that might be solvable with a microcomputer, software, and a minimum of programming skills, with each identified business problem fitting the predetermined criteria for problem-solving in an artificial intelligence environment.
3. Develop a program using PROLOG, C, and/or LISP that will analyze a case study or assist in solving a problem.	Given access to a microcomputer and a software programming language such as PROLOG, C, and/or LISP, develop a program that will analyze a case study or assist in solving a problem, with program meeting all criteria for program development according to the particular language used.

BUSINESS ARTIFICIAL INTELLIGENCE (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
4. Design and update a computerized business expert system.	Given access to a commercial AI tool kit (expert system program generator), design and update a business expert system that will provide the solutions to specific problems by (1) comparing facts, (2) looking for similar cases in its data base, (3) looking at the probable implications of various conclusions, and (4) offering "expert" opinions, with expert system meeting all criteria for development according to the particular expert-system program generator used.
5. Develop a business simulation using an expert system.	Given access to a microcomputer and an expert system generator program, develop a simulation to solve a business problem dealing with finance, management, personnel, production, etc., with expert system and simulation meeting all criteria for development according to the particular AI or expert-system program generator used.
6. Evaluate artificial intelligence software (such as LISP, C, PROLOG, KNOWOL, THE PERSONAL CONSULTANT, THE DECIDING FACTOR, MONEY MARKET FUNDS ADVISOR, NEXPERT, spell/grammar/style checkers) in relation to solving business-related problems.	Given access to a microcomputer, several expert system/artificial intelligence software packages, and a software evaluation checklist, evaluate the software in relation to solving business-related problems by completing the checklist and writing a one-page report explaining the advantages and disadvantages of the software.

Employability Skills and Leadership Development

Include all competencies from Appendix B for instruction in employability skills and leadership development.

BUSINESS COMPUTER APPLICATIONS

Course Code: 6612

Suggested Grade Level: 10, 11, 12

Prerequisites: Keyboarding (18 weeks)

Course Description:

Business Computer Applications is a one-year, single-period course designed to introduce students to microcomputer technology and business applications using spreadsheets, databases, graphics, and beginning-level word processing. This course also includes an introduction to the BASIC programming language and telecommunications. Eleventh-and twelfth-grade students taking this course may participate in Cooperative Office Education.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting	
1. Perform simple mathematical functions both manually and electronically.	(a) Given several problems calling for basic math functions using whole numbers and decimals, compute the answers with 100% accuracy.
	(b) Given several problems involving decimal placement and related percentages, compute the answers and determine the decimal placement with 100% accuracy.
	(c) Given the problems in performance objectives a and b above and access to an electronic calculator, compute the answers with 100% accuracy.
2. Perform business-related mathematical functions.	Given several problems calling for business-related mathematical functions for figuring invoices, gross pay, net pay, interest rates on savings accounts or certificates, and interest rates on loans, compute the answers with 100% accuracy.
3. Compute and/or verify business forms or records.	(a) Given five simulated bank statements and the corresponding checkbook registers, reconcile the bank statement and the checkbook register with 100% accuracy.
	(b) Given a business's biweekly salaries for a period of 12 months, graph paper, and a ruler, construct a bar graph showing the salaries for the period, complete with headings and appropriate scales, with 100% accuracy.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
3. Compute and/or verify business forms or records (continued).	(c) Given a salesperson's completed expense report for a two-week period (including mileage, meals, lodging, and allowable miscellaneous expenses), verify all entries for accuracy, including extensions and column totals, with 100% accuracy.
4. Prepare, interpret, and analyze financial statements.	(a) Given a family budget form with columns for income and various expenses, 25 expense transactions, and two income transactions, enter all transactions with 100% accuracy.
	(b) Given 10 simulated income statements, each complete with at least three income accounts and between 15 and 20 expense accounts, determine the correct net income with 100% accuracy.
Calculating Machines	
5. Use the touch method in operating a 10-key pad.	Given access to a microcomputer with 10-key pad, demonstrate the ability to key data on the 10-key pad, using the touch method at a rate of at least 150 keystrokes per minute with no more than five uncorrected errors on a five-minute timing.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Data Management	
6. Demonstrate correct keyboarding techniques.	Given access to an electric typewriter or microcomputer and copy material of average syllabic intensity, keyboard alphabetic and numeric keys, using the touch method at a rate of at least 30 words per minute with no more than three errors on a five-minute timing.
7. Describe the evolution of the computer.	(a) Given historical information on data processing events of the precomputer era, describe at least 80% of the events accurately, outlining the contribution made by the event to the progress of technology that led to the advent of the computer.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
7. Describe the evolution of the computer (continued).	(b) Given a list of early computers and information on each, identify the significant technological advances of each in computer evolution with 90% accuracy on a written test.
8. Describe and explain the components and functions of a microcomputer system.	(a) Given a list of basic hardware components of a typical computer system and information on each, write an explanation of functions of each hardware component with 90% accuracy.
	(b) Given information on the three parts of a central processing unit of a computer, explain the functions of each unit, indicating knowledge of the operation of each unit, explanation acceptable according to the instructor's checklist.
9. Sequence the steps in the data processing cycle and explain each step.	Given the steps of a data processing cycle and information on each step, arrange the steps sequentially and record a definition for each step, with all steps correctly sequenced and defined with 90% accuracy.
10. Distinguish among manual, mechanical, and electronic data processing systems.	Given a list of data processing systems and information on each, designate each system as manual, mechanical, or electronic with 100% accuracy on a written test.
11. Identify devices that are used for processing data electronically.	Given a list of electronic equipment and information on each, identify and describe those pieces of equipment used to process data electronically with 100% accuracy.
12. Categorize types of storage as primary or secondary.	Given information on various methods of data processing storage, identify the methods of storage as primary or secondary with 90% accuracy on a written test.
13. Identify functions of common input/output devices.	Given a list of common input/output devices, identify the functions of the devices with 90% accuracy.
14. Describe the functions of special purpose input/output devices.	Given a list of special purpose input/output devices, identify functions of the devices with 90% accuracy.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
15. Define binary and decimal numbering systems.	(a) Given information on numbering systems (binary, decimal, octal, and hexadecimal), define each orally or in writing with 100% accuracy. (b) Given a list of numbers in one numbering system, convert them to another numbering system with 90% accuracy.
16. Operate hardware system(s).	(a) Given access to a microcomputer and appropriate reference manuals, demonstrate proper care and handling of hardware and software and computer operations, including operating printer, power up, loading, and power down, in accordance with the manufacturer's instructions. (b) Given a diskette and access to compatible hardware, perform the necessary diskette handling tasks, including copying, formatting, updating, and transferring, with 100% accuracy.
17. Demonstrate the ability to load a program into the computer from a program disk.	Given access to a microcomputer and appropriate reference manuals, load a program from the program disk into the computer memory and run the program according to predetermined guidelines.
18. Solve problems resulting from computer hardware and software failures.	(a) Given a malfunctioning data device, identify and correct the malfunction or arrange for repair by contacting the appropriate service representative. (b) Given a malfunctioning software program, identify and correct the problem or arrange for correction by contacting the appropriate software support representative.
19. Handle and care for storage media, organize disks, name a document on disk, update a directory and develop backup system.	(a) Given access to a microcomputer, program disks, and data disks, describe a procedure to be used for preventing unauthorized use of the computer equipment and diskettes, procedure rated acceptable according to predetermined guidelines.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
19. Handle and care for storage media, organize disks, name a document on disk, update a directory and develop backup system (continued).	(b) Given access to a microcomputer, a program disk containing stored data, and a blank disk, make a backup of the program disk on the blank disk with the new disk containing a duplicate directory of the program disk. (c) Given access to a microcomputer and a program disk containing stored data, name a file and update the directory by saving the file according to the instructor's checklist.
20. Differentiate among computer langauages.	Given definitions and information on any four of the following languages (BASIC, COBOL, PASCAL, LOGO, FORTRAN, RPG, and C), explain with complete accuracy orally or in writing at least one application where the selected languages would be appropriate for use.
21. Sequence steps for preparing a computer program.	(a) Given information and research about programming, describe the role of programming development, relating it to the overall development of information systems, according to predetermined guidelines. (b) Given a set of job instructions, analyze the job instructions and determine the format operations to the specifications for the assignment.
22. Identify flowchart symbols.	Given information on flowchart symbols and a detailed program flowchart, identify each flowchart symbol and describe its function with 100% accuracy.
23. Prepare a detailed program flowchart or other logical solution for a specified problem.	Given the job specifications for a business situation requiring the writing of a computer program, I/O record layouts, flowcharting sheets, and a flowcharting template, develop a flowchart showing the general logic sequence so that the flowchart (1) reflects an analysis of the problem, (2) contains sufficient labeling to be readable, and (3) uses standard flowcharting symbols.
24. Explain functions of commonly used BASIC statements.	Given a list of commonly used BASIC statements, describe with 100% accuracy the functions of each statement.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
25. Document a program.	Given record layouts, program flowchart, and program specifications, prepare a documentation narrative, documentation rated satisfactory when another student can take the documentation narrative and successfully run the program.
26. Key and run a BASIC program.	(a) Given a flowchart developed for a specific business situation, a blank disk, and access to a microcomputer, write and run a program following the flowchart directions and producing a program that will provide the solution for the problem. (b) Given a simple mathematical problem, a blank disk, and access to a microcomputer, develop a simple program, debug the program by identifying syntax errors and execution errors, and store the complete program to solve the problem on the blank disk.
27. Evaluate the appropriateness of software packages for business applications (choosing the correct package to suit the need).	Given information on software packages and computer use, identify and give a brief description of two computerized applications each for government, business, industry, and home, assignment satisfactory when the student has assigned the appropriate software package for the particular application according to predetermined guidelines.
28. Use commercial software to demonstrate "user friendly" characteristics.	Given a commercial software package, access to a microcomputer, and appropriate reference manuals, load and use the program to successful completion.
29. Identify applications that are appropriate for database and spreadsheet software.	Given a list of 10 manual business operations, explain with complete accuracy how at least nine are appropriate either as a database or a spreadsheet application.
30. Store, retrieve, and manipulate business records using a database software package.	(a) Given access to a microcomputer, a database management program, and appropriate reference manuals, create a database, such as a mailing list with at least 20 entries, using correct operating procedures with 90% accuracy.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
30. Store, retrieve, and manipulate business records using a database software package (continued).	(b) Given access to a microcomputer and a printer, a database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data, using correct operating procedures with 100% accuracy. (c) Given access to a microcomputer, a database management program, and appropriate reference manuals, request information, instructing the database management system to search the database; acquire the data requested; and perform any calculations required for viewing or printing the requested information in accurate form. (d) Given access to a microcomputer and database program, complete the addressing of 50 envelope labels accurately within the time period specified by the instructor. (e) Given an unfamiliar database management program and appropriate reference manuals, secure information regarding operation of the database and apply the instructions, then enter, store, and retrieve information without destroying any of the original database file.
31. Store, retrieve, and manipulate business records using a spreadsheet software package.	(a) Given access to a microcomputer, an electronic spreadsheet program disk, and appropriate reference manuals, load the program and enter data and formulas at desired locations on the spreadsheet, using correct operating procedures. (b) Given access to a microcomputer, an electronic spreadsheet program, and appropriate reference manuals, retrieve, update, save, and print data with complete accuracy. (c) Given access to a microcomputer and a spreadsheet format on which information has been entered, move and edit the information in the spreadsheet program without destroying or modifying the material that is to be retained for further use. (d) Given a familiar or student-written spreadsheet format, write a formal documentation of the spreadsheet, explaining each part of the documentation according to the predetermined guidelines.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
31. Store, retrieve, and manipulate business records using a spreadsheet software package (continued).	(e) Given a familiar, established spreadsheet, answer "What if?" questions (such as "What if advertising were increased 10%?" and "What if cost of goods sold increased 5%?") without assistance from the instructor or from the reference materials and with complete accuracy.
32. Describe the advantages, capabilities, and limitations of a spreadsheet and database.	Given background information on the advantages, capabilities, and limitations of a spreadsheet and a database program, list three advantages, three capabilities, and three limitations of each with complete accuracy.
33. Use graphics software to analyze and produce business information.	Given access to a microcomputer, a program that will generate graphics, and appropriate reference manuals, load and apply the program to a typical task, such as graphically displaying budget information, meeting the specifications for the task.
34. Use a word processing software package to produce business documents.	Given a word processing software program, access to a microcomputer, and appropriate information, produce in mailable form a resume and letter of application.
35. Identify areas of public concern in which computers may be used.	Given a list of new and emerging areas in which the computer plays an increasingly important role, select a topic and prepare a written report that will be presented orally and includes four of the following points: (1) benefits of using the computer; (2) advantages to workers; (3) benefits to individuals or consumers; (4) negative aspects of computer use; and (5) future trends.
36. Describe situations involving violations of privacy and fraudulent or criminal uses of computers.	Given five examples of breach of confidentiality of information stored in computer data storage systems, explain and illustrate with complete accuracy at least one type of damage that an individual might suffer from each of the five examples.

Employability Skills and Leadership Development

Include all competencies from Appendix B for instruction in employability skills and leadership development.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Records Management	
37. Analyze and perform filing functions manually and electronically.	(a) Given 25 documents to be filed in each of the following categories-- alphabetic, numeric, subject and geographical, file the documents alphabetically, numerically, by subject or geographically in individual folders with no more than three documents misfiled in each category. (b) Given 25 documents to be filed in each of the following categories-- alphabetic, numeric, subject, and geographical, access to a microcomputer, a database management program, and appropriate reference manuals, apply the program to a typical task such as a filing system, with no more than three errors, using correct operating procedures.
38. Maintain a directory of documents for quick retrieval.	Given a request for a copy of a document contained within the database management system, access to a microcomputer, database management program, and appropriate reference manuals, obtain the document, secure the copy, return the document to the file, and deliver the copy to the instructor, following correct procedures as designated by the instructor.
39. Compare and select the appropriate filing system equipment and supplies for a business application.	Given information on the uses of filing equipment (folders, vertical, lateral, labels, guides, rotary); mechanical storage and retrieval; procedures for maintaining/disposing of records; follow-up systems; and the use of micrographics, microforms, microfiche, ultrafiche, and electronic filing systems, answer 50 instructor-prepared questions covering these matters with at least 90% accuracy.
Time and Resource Management	
40. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station during 90% of the grading period.

BUSINESS COMPUTER APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
41. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in the most effective manner with minimum waste as shown by not requiring additional supplies and completing all assignments.

BUSINESS AND COMPUTER CAREERS

Course Code: 6109

Suggested Grade Level: 7, 8

Prerequisites: None

Course Description:

Business and Computer Careers is a half-year, single-period course. Students learn why people work, modes of work, and sources of job information. They explore business and computer careers and complete a self-evaluation. Information obtained is used in participating in the decision-making process as it relates to choosing careers. Simulated activities are emphasized.

COMPETENCIES	PERFORMANCE OBJECTIVES
Career Goals	
1. Select a career of primary interest and justify the choice.	Given information about various careers and completed personal inventories, select a career of primary interest and justify the choice by matching elements of the career with personal strengths. Justification must be rated acceptable according to a checklist based on guidelines given in class.
2. Develop a career plan.	Given career information and worksheet, develop a career plan by listing educational and training experiences to be pursued for a specific career goal. Worksheet must be completed according to instructions.
Careers in Business	
3. Complete a job analysis.	Given necessary references and a form with written instructions for a job analysis, complete a job analysis for a selected job in the administrative support, professional, or marketing career cluster according to the instructions, with completed written analysis accurate according to references used.
4. Develop a career ladder.	Given a completed job analysis, develop a career ladder for a selected business career that begins with an entry-level job and progresses to the highest-level position in that area. The completed career ladder must be judged acceptable according to a checklist based on specifications provided.

BUSINESS AND COMPUTER CAREERS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Describe types of business ownership.	Given information about types of business ownership, describe the five basic types of ownership of businesses by identifying each, stating its characteristics, and listing a local example, with 80% accuracy on a written test.
Preparation for Employment	
6. Describe sources of job information.	Given an overview of job information or sources of assistance, describe five sources of job information by listing examples of each and stating one advantage of using each source, with each description reflecting facts given in class or references used.
7. Interpret information on work forms.	Given samples of various work forms, interpret information on those forms by defining with 80% accuracy a designated list of terms contained on the samples.
8. Prepare a resume and an application letter.	Given specifications and samples, prepare a personal resume and an application letter for a selected entry-level business position, with both resume and letter conforming to samples and specifications provided.
9. Complete a job application form.	Given a sample job application form and definitions of terms contained on the form, complete the application form legibly for a selected business job, according to instructions provided.
The World of Work	
10. Evaluate personal factors that affect career choices.	Given inventories and guidelines on personal factor analysis, evaluate personal factors that affect individual career choices by completing the forms provided according to instructions.
11. Identify reasons why people work.	Given a list of reasons why people work, identify those reasons with 80% accuracy by labeling each as an economic, social, or psychological reason.
12. Describe factors that will affect the future of work.	Given information about the present and potential uses of computers, employment trends, and protection from discrimination in employment, describe factors that will affect the future of work by completing an instructor-prepared test with 80% accuracy.

BUSINESS EDUCATION FOR THE HANDICAPPED

Course Code:	6745
Suggested Grade Level	10, 11, 12
Prerequisites:	None

Course Description:

Business Education for the Handicapped is a course designed by each Local Education Agency to serve handicapped students who desire and can benefit from business education. The course is developed cooperatively between local business education and special education personnel in consultation with the Business Education Service. The course must be designed to accommodate the identified handicapping condition and the jobs available locally (when occupational preparation is the purpose). Course length will be determined by student and job needs. Appropriate competencies should be selected from business education program and course competencies.

BUSINESS MANAGEMENT

Course Code: 6135

Suggested Grade Level: 11, 12

Prerequisites: None

Course Description:

Business Management is a half-year, single-period course. Students are provided a general overview of national and international business and the social and economic environments of business. Topics include business ownership, finance, communications, human resources, and management functions.

COMPETENCIES	PERFORMANCE OBJECTIVES
Business Ownership	
1. Differentiate among the forms of business ownership.	Given information on the various types of business ownership and individual statements describing the characteristics, advantages, and disadvantages of each type, differentiate among the forms of business ownership by identifying with 80% accuracy the form to which each statement applies.
2. Explain how to start a business.	Given information and class discussion on activities and procedures necessary to start a business, explain how to start a business by listing in correct sequence the activities and procedures, as identified during class discussion.
Finance	
3. Classify sources of capital.	Given definitions of proprietary and borrowed capital and a list of sources of capital, classify each as proprietary or borrowed capital with 100% accuracy.
4. Select a financial institution for a business.	Given several case problems that describe the needs of businesses, select the financial institution in each case that most effectively meets the needs of the business, with the choices rated acceptable according to selection factors discussed in class.
5. Evaluate credit applications.	Given information on factors in allowing or denying credit and four credit applications, evaluate each by listing the factors in favor of and against the extension of credit and make a decision to allow or deny, with the decisions in three of the four cases matching those of the instructor.

BUSINESS MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
6. Select appropriate insurance for a business.	Given information on types of business insurance and a list of business risks, select appropriate insurance for a business by stating with 80% accuracy the type of insurance that would cover each risk.
Information Processing	
7. Explain how word processing would increase the efficiency of a business.	Given information on word processing capabilities and a case study of a business with internal and external communication needs, explain how word processing would increase the efficiency of the business, with the explanation rated acceptable according to a checklist based on information given in class discussion.
8. Identify ways that a business can increase efficiency through data processing.	Given information on data processing capabilities and a description of a business, identify with 100% accuracy two ways that the business could increase efficiency through data processing.
9. Select records to provide specific types of information.	Given a list of information needed and a list of records kept by a business, select records to provide specific types of information by matching with 80% accuracy the items of needed information with the appropriate record.
Management Functions	
10. Construct organizational charts.	Given a written description of a company's internal structure, construct its organizational chart, meeting all specifications included on instructor's checklist.
11. Apply the principles of good management.	Given information on good management principles and case studies of management problems, apply the principles of good management by correctly stating which of the principles of responsibility, accountability, unity of command, or span of control would solve the problem in each case study.
12. Compare various leadership styles.	Given descriptions of various leadership styles, compare them by correctly listing the advantages and disadvantages of each according to an instructor-provided checklist.

BUSINESS MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Marketing Management	
13. Select and justify the most appropriate channel of distribution.	Given information on product distribution and a case situation involving a product and identifying the producer and consumer, select and justify the most appropriate channel of distribution for the product by completing with 80% accuracy a worksheet accompanying the case study.
14. Evaluate a purchasing system.	Given a description of a purchasing system, evaluate the system by stating the steps involved in the ordering and receiving of goods, identifying any problems with the system, and offering a solution to problems identified, with the evaluation rated acceptable according to a checklist based on information provided in class.
15. Apply pricing procedures.	Given information on pricing procedures and problems involving pricing, apply pricing procedures by solving the problems with 80% accuracy according to instructor-prepared guidelines.
16. Evaluate activities of salespersons.	Given demonstration of five sales activities, evaluate the activities of the salesperson by correctly classifying four of the five as effective or ineffective according to an instructor-provided checklist.
17. Select and justify an advertising program.	Given a case situation and guidelines on the effective advertising of products and services, select an advertising program to fit the situation and justify the selection according to the guidelines provided.
Personnel Administration	
18. Evaluate personnel policies.	Given five personnel policies, evaluate the policies by writing a statement of defense or criticism of each, with four of the five statements correct according to factors discussed in class.
19. Evaluate wage/salary plans.	Given a chart of wage/salary plans, evaluate the plans by determining the one most advantageous to the employer and providing justification for the selection, with the evaluation judged acceptable according to an instructor-provided checklist.

BUSINESS MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
20. Identify possible solutions to labor problems.	Given information on labor issues and case studies involving labor problems, identify a possible solution to each problem by completing with 90% accuracy the worksheet provided.
Production and Operations Management	
21. Apply management functions to production.	Given information on management functions and a case study of a business that produces a product, apply management functions to the production of the product by describing the facilities and stating how quantities, quality, and costs may be controlled, performance rated acceptable according to a checklist based on project guidelines previously provided in class.
22. Describe allocations of company resources to production.	Given information on operations management, describe the allocation of company resources to production of a product or service by completing a written test with 80% accuracy.
Scope of Business	
23. Contrast the American free enterprise system with other economic systems.	Given information on economic systems, contrast the American free enterprise system with other major economic systems by completing a worksheet according to the instructions provided.
24. Identify government regulations that affect business.	Given information on government regulations and case problems, identify the federal, state, or local regulations that affect business by answering the questions that accompany each case with 85% accuracy.
25. Describe current trends in business.	Given a list of current trends in business, describe each by explaining how it would affect a business according to a checklist based on factors previously identified in class discussion.

BUSINESS SUPERVISION AND MANAGEMENT

Course Code: 6430

Suggested Grade Level: 11, 12

Prerequisites: None

Course Description:

Business Supervision and Management is a one-year, single-period course that helps students apply basic concepts of management, including functions of planning, organizing, staffing, directing, and controlling. Instructional topics include forms of business ownership; personnel management; policies, procedures and philosophies of business management; decision-making; human relations; and motivation.

COMPETENCIES	PERFORMANCE OBJECTIVES
Business Ownership	
1. Differentiate among the forms of business ownership.	Given information on the various types of business ownership and individual statements describing the characteristics, advantages, and disadvantages of each type, differentiate among the forms of business ownership by identifying with 80% accuracy the form to which each statement applies.
2. Explain how to start a business.	Given information and class discussion on activities and procedures necessary to start a business, explain how to start a business by listing in correct sequence the activities and procedures, as identified during class discussion.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	

BUSINESS SUPERVISION AND MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Finance	
3. Classify sources of capital.	Given definition of proprietary and borrowed capital and a list of sources of capital, classify each source as proprietary or borrowed capital with 100% accuracy.
4. Select a financial institution for a business.	Given several case problems that describe the needs of businesses, select the financial institution in each case that most effectively meets the needs of the business, with the choices rated acceptable according to selection factors discussed in class.
5. Evaluate credit applications.	Given information on factors in allowing or denying credit and four credit applications, evaluate each by listing the factors in favor of and against the extension of credit and make a decision to allow or deny, with the decisions in three of the four cases matching those decisions of the instructor.
6. Select appropriate insurance for a business.	Given information on types of business insurance and a list of business risks, select appropriate insurance for a business by stating with 80% accuracy the type of insurance that would cover each risk.
Information Processing	
7. Use database management software to solve business problems.	Given a familiar database management program and appropriate reference manuals, apply the program to a typical task, such as a mailing list or filing system, using correct operating procedures.
8. Use spreadsheet software to solve business problems.	(a) Given access to a microcomputer, a spreadsheet program disk, and appropriate reference manuals, enter data and formulas, using correct operating procedures. (b) Given a familiar, established spreadsheet, answer typical "what if" questions without assistance from the instructor.
9. Use word processing software to originate draft copy.	(a) Given access to a microcomputer, a word processing program, and data disk, create documents (letters, memoranda, announcements, manuscripts, etc.) to be formatted and finalized by the administrative support person, with documents meeting guidelines established in class.

BUSINESS SUPERVISION AND MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
9. Use word processing software to originate draft copy (continued).	(b) Given access to a microcomputer, a word processing program, and data disk, produce mailable documents.
10. Communicate through telecommunications systems.	(a) Given instruction in the concept of electronic mail, demonstrate (or explain in the absence of equipment) the use of electronic mail, following accepted guidelines of the instructor.
	(b) Given instruction in the use of database and access to a microcomputer, telephone modem, and public database, access a public database to gain information specified by the instructor and provide an accurate record of the information.
	(c) Given access to a microcomputer, a familiar electronic communications program, and appropriate reference manuals, access, transmit, store, and retrieve data from a remote computer system, using correct operating procedures.
Management Functions--Planning	
11. Identify specific management objectives and develop a plan for meeting them.	Given a case study for an office with low productivity and a list of common management objectives, establish two specific management objectives for improving the productivity of the office and develop a plan to meet objectives, following instructor-prepared guidelines.
12. Use problem-solving steps to reach solutions to management problems.	Given two office management problems, such as an employee conflict over coffee breaks or inadequate customer service on billing errors, use problem-solving steps to solve the problems, with the solutions containing all factors listed on instructor-prepared checklist.
13. Identify the impact of changing technology on the office worker.	Given current articles on office technology, identify three effects changing technology has on the office worker, with the identification rated acceptable according to instructor-prepared checklist.

BUSINESS SUPERVISION AND MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Management Functions--Organizing	
14. Construct a simple line and staff organization chart.	Given a written description of a company's internal structure, construct its organizational chart, meeting all specifications included on instructor's checklist.
15. Explain authority relationships shown on an organizational chart.	Given an organizational chart and appropriate information, identify authority relationships shown on the chart and explain them, with the explanations containing all factors on instructor-provided checksheet.
16. Explain effects of various management tools.	Given information on various management tools and case problems, explain span of supervision, delegation of authority, division of work, and unity of command on management by determining which tools would solve each case problem, with the solutions judged accurate according to instructor-provided guidelines.
17. Compare the responsibilities of supervisors of different levels.	Given information on supervisory responsibilities, identify and compare responsibilities of an upper-level manager, middle manager, and first-level supervisor, including all points of comparison on an instructor-provided checklist.
Management Functions--Staffing	
18. Develop a plan for identifying future staffing needs of an office.	Given appropriate source material, develop a plan for identifying future staffing needs of an office, including all factors on instructor-provided checklist.
19. Select the most qualified candidate for a specified position.	Given three completed applications and information about a specific available office position, select the most qualified candidate for the position, with the selection conforming to instructor-prepared guidelines.
20. Select appropriate employee training programs.	Given information on employee training programs and two case situations involving office employees with specific training needs, select appropriate training programs for the employees, with the program selections containing all factors listed on instructor-provided checksheet.

BUSINESS SUPERVISION AND MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
21. Evaluate employee's performance relative to performance objectives.	Given information about an office employee's performance and performance objectives, evaluate the employee's performance according to instructor-prepared guidelines.
Management Functions--Directing	
22. Recommend ways to overcome communication barriers.	Given class discussion and simulated situations, identify three communication barriers, such as language, status and position, resistance to change, or prejudice, and describe ways each can be overcome, with the descriptions conforming to instructor-prepared guidelines.
23. Determine techniques for motivating employees.	Given information on motivational techniques and case situations for three employees, determine techniques for motivating employees based on their individual needs according to factors on an instructor-provided checklist.
24. Identify characteristics of an effective leader.	Given explanation of leadership styles and case studies involving various leadership styles, identify with 100% accuracy those characteristics that are effective in a leader according to instructor-prepared guidelines.
Management Functions--Controlling	
25. Explain the role of budgets as control devices.	Given a budget for office operations, describe three ways the budget serves as a control device, with the descriptions containing all factors on instructor-provided checklist.
26. Identify specific factors contributing to the cost of office operations.	Given information on costs and details of two office operations such as filing, voice communications, or word processing, identify specific factors that contribute to the cost of the two operations, with the identification rated accurate according to instructor-provided list.
Marketing Management	
27. Select and justify the most appropriate channel of distribution.	Given information on product distribution and a case situation involving a product and identifying the producer and consumer, select and justify the most appropriate channel of distribution for the product by completing with 80% accuracy a worksheet accompanying the case study.

BUSINESS SUPERVISION AND MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
28. Evaluate a purchasing system.	Given a description of a purchasing system, evaluate it by stating the steps involved in the ordering and receiving of goods, identifying any problems with the system, and offering a solution to problems identified, with the evaluation rated acceptable according to a checklist based on information provided in class.
29. Apply pricing procedures.	Given information on pricing procedures and problems involving pricing, apply pricing procedures by solving the problems with 80% accuracy, according to instructor-prepared guidelines.
30. Evaluate activities of salespersons.	Given demonstrations of five sales activities, evaluate the activities of the salesperson by correctly classifying four of the five as effective or ineffective according to an instructor-provided checklist.
31. Select and justify an advertising program.	Given a case situation and guidelines on effective advertising of products and services, select an advertising program to fit the situation and justify the selection according to the guidelines provided.
Personnel Administration	
32. Evaluate personnel policies.	Given five personnel policies, evaluate them by writing a statement of defense or criticism of each, with four of the five statements correct according to factors discussed in class.
33. Evaluate wage/salary plans.	Given a chart of wage/salary plans, evaluate them by determining the one most advantageous to the employer and providing justification for the selection, with the evaluation judged acceptable according to a checklist provided by instructor.
34. Identify possible solutions to labor problems.	Given information on labor issues and case studies involving labor problems, identify a possible solution to each problem by completing with 90% accuracy the worksheet provided.

BUSINESS SUPERVISION AND MANAGEMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Production and Operations Management	
35. Apply management functions to production.	Given information on management functions and a case study of a business that produces a product, apply management functions to the production of the product by describing the facilities and stating how quantities, quality, and costs may be controlled, with the performance rated acceptable according to a checklist based on project guidelines provided in class.
36. Describe allocations of company resources to production.	Given information on operations management, describe the allocation of company resources to production of a product or service by completing a written test with 80% accuracy.
Scope of Business	
37. Contrast the American free enterprise system with other economic systems.	Given information on economic systems, contrast the American free enterprise system with other major economic systems by completing a worksheet according to the instructions provided.
38. Identify government regulations that affect business.	Given information on governmental regulations and case problems, identify the federal, state, or local regulations that affect business by answering the questions that accompany each case with 85% accuracy.
39. Describe current trends in business.	Given a list of current trends in business, describe each by explaining how it would affect a business, according to a checklist based on factors identified in class discussion.
40. Identify opportunities, responsibilities, and restrictions of international trade.	Given instruction on international trade and business operations, identify opportunities, responsibilities and restrictions by passing a written test with an accuracy standard designated by the instructor.

CLERICAL ACCOUNTING I

Course Code: 6340

Suggested Grade Level: 11

Prerequisites: Keyboarding--18 weeks

Course Description:

Clerical Accounting I is a one-year, double-period course that emphasizes numerical information processing, recordkeeping, and basic accounting skills. Students are taught touch operation of calculating equipment and are introduced to other equipment used in business offices. Additional instruction includes business mathematics, communication skills, keyboarding skills, data processing, and development of employability skills.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting: Establishment of Records	
1. Use accounting terms correctly as they occur in oral or written work.	Given definitions and a list of accounting terms, use each term in the proper context with 80% accuracy in both written and oral exercises.
2. Prepare a beginning balance sheet.	Given an accounting form and the necessary data, prepare a beginning balance sheet with 100% accuracy.
3. Record and post the opening entry.	Given a beginning balance sheet and necessary forms, record opening entry in general journal, open ledger accounts, and post opening entry with 100% accuracy.
4. Locate and correct errors.	Given problems with errors, locate and correct errors with 80% accuracy.
Accounting: Business Transactions	
5. Debit and credit accounts for transactions involving increases and decreases to the accounts.	Given 10 transactions involving increases and decreases to accounts, analyze each and compute final account balances with 80% accuracy.
6. Journalize business transactions for a designated period.	Given necessary journals and transactions for a designated period, record the transactions with 80% accuracy.

CLERICAL ACCOUNTING I (continued)

COMPETENCIES	**PERFORMANCE OBJECTIVES**
7. Total columns and prove the equality of debits and credits in one set of journals.	Given a journal with recorded transactions, total columns and prove equality of debits and credits with 100% accuracy.
8. Prove cash.	Given a journal with recorded transactions and actual cash balances, prove cash, total, and rule journals with 100% accuracy.
9. Post accounts to the proper ledger for a designated period.	Given journals with entries and necessary ledgers for a designated period, post entries without error.
Accounting: End-of-Fiscal Period	
10. Prepare a trial balance to prove equality of debits and credits posted to ledger accounts.	Given a general ledger and a worksheet, prepare a trial balance with 100% accuracy.
11. Adjust accounts in proper columns on worksheet.	Given a worksheet with completed trial balance and adjustment data, adjust five accounts with 100% accuracy.
12. Journalize and post adjusting entries.	Given a completed worksheet, journal, and ledger, journalize and post adjusting entries with 100% accuracy.
13. Complete worksheet to determine amount of income or loss for a fiscal period.	Given an eight-column worksheet with trial balance and adjustment columns, complete the worksheet with 100% accuracy.
14. Close the ledger by preparing entries needed for summary, capital, and drawing accounts.	Given a completed worksheet and a journal, record the closing entries with 100% accuracy.
15. Post closing entries.	Given a journal with closing entries recorded and a ledger, post the closing entries with 100% accuracy.
16. Prepare a post-closing trial balance to prove the equality of debits and credits posted to the accounts.	Given a closed ledger, prepare a post-closing trial balance with 100% accuracy.
17. Prepare an income statement from a completed worksheet.	Given a completed worksheet and report form, prepare an income statement with 100% accuracy.

CLERICAL ACCOUNTING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
18. Prepare a distribution of net income statement.	Given net income loss, distribution data, and form, prepare a distribution of net income statement with 100% accuracy.
19. Prepare a capital statement from a completed worksheet and capital account information.	Given a completed eight-column worksheet and a two-column statement form, prepare a capital statement with 100% accuracy.
20. Prepare a balance sheet from a completed worksheet and capital statement.	Given a completed eight-column worksheet, statement form, and completed capital statement, prepare a balance sheet with 100% accuracy.
21. Prepare supporting schedules for accounts receivable, accounts payable, and cost of goods sold.	Given subsidiary ledgers, completed worksheet, and forms, prepare supporting schedules with 100% accuracy.
Calculating Machines	
22. Complete mathematical calculations, including addition, subtraction, multiplication, and division of whole numbers, decimals, and fractions.	Given a skills review and necessary instruction, perform mathematical calculations with 80% accuracy on a set of 20 problems requiring addition, subtraction, multiplication, and division of whole numbers, decimals, and fractions.
23. Complete calculations including decimal and percentage conversions, simple and compound interest, discounting a note, and installment interest using the 60-day method.	Given necessary information, perform calculations with 80% accuracy to solve 20 problems involving decimal and percentage conversions, simple and compound interest, and note and installment interest.
24. Define and compute calculations including trade and cash discounts, markups, and markdowns.	Given necessary information and 20 word problems, define the required terms and compute with 80% accuracy the required discounts, markups, and markdowns.
25. Operate calculating equipment at a minimum rate and with an error tolerance acceptable for employment.	Given access to a calculator and 20 problems, use the touch system to solve the problems with 90% accuracy within 15 minutes .
26. Compute, verify amounts, and obtain totals for all items on business forms.	Given 10 business forms and access to a calculator, compute, verify amounts, and obtain totals for all items with 100% accuracy.

CLERICAL ACCOUNTING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Checking Accounts	
27. Complete accurate and legible checks for payments.	Given blank checks and stubs and necessary data, complete all checks with 100% accuracy.
28. Endorse checks with appropriate endorsement.	Given five completed checks and five endorsement situations, endorse each check appropriately.
29. Prepare accurate and legible deposit slips.	Given three blank deposit slips and necessary data, complete the slips accurately and legibly.
30. Prepare a simple reconciliation.	Given the necessary data, prepare a bank reconciliation with 100% accuracy.
31. Journalize entry from reconciliation of bank statement.	Given a completed bank reconciliation and journal, journalize the expenses correctly.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
32. Locate basic telephone information.	Given a local telephone directory and list of 25 questions, use the directory to locate types of services, calls, time zones, and types of equipment with 80% accuracy.
33. Answer routine calls, give non-confidential information, and record messages clearly.	Given a telephone or Business Trainer, five situations, and message pad, record the message and response appropriate to each routine call with 100% accuracy.
34. Place simulated local and long distance calls of a routine nature, using the directory when necessary.	Given a telephone or Business Trainer and five situations, place calls, with all items on instructor's checklist rated acceptable.
Data Processing	
35. Define basic data processing terms.	Given definitions and a list of data processing terms, identify the correct definition of each with 80% accuracy on an objective test.
36. Identify the effects of electronic data processing on accounting work.	Given a microcomputer application, identify the effects of electronic data processing on accounting work with 80% accuracy.

CLERICAL ACCOUNTING I

COMPETENCIES	PERFORMANCE OBJECTIVES
Employability skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Keyboarding	
37. Select and use appropriate formats for business correspondence.	Given five correspondence situations and necessary forms, select and use appropriate formats with 100% accuracy.
38. Keyboard straight copy at a minimum rate wit an error tolerance acceptable for employment.	Given access to a keyboard, straight copy, and a five-minute timed writing, keyboard at a minimum rate with an error tolerance acceptable for employment by Civil Service minimum standards. (NOTE: Civil Service minimum is 40 words per minute with no more than three errors in five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.
39. Use various correction media.	Given straight copy and various correction media, keyboard and correct so material is mailable.
40. Keyboard from handwritten or edited rough draft copy.	Given two rough draft business letters and format, keyboard two mailable letters within 60 minutes.
41. Keyboard routine information on pre-printed forms.	Given routine information and three short preprinted forms, keyboard in the appropriate spaces evenly aligned copy, with all errors corrected, within 45 minutes.
42. Keyboard from handwritten or edited rough draft material, tables or statistical reports, such as a balance sheet, itinerary, bid, budget, or agenda.	Given two statistical papers in rough draft form, keyboard the reports within 50 minutes, with copy appropriately placed and all errors corrected.
Maintenance and Care of Office Equipment	
43. Change the ribbon, replace the paper tape, and make minor machine adjustments.	Given a calculator, ribbon, and tape, correctly change ribbon, replace tape, and make any necessary adjustments according to an operator's manual checklist.

CLERICAL ACCOUNTING I

COMPETENCIES	PERFORMANCE OBJECTIVES
44. Clean keys or element and remove dust, change ribbon, and make machine adjustments.	Given access to keyboarding equipment and supplies, correctly clean, change ribbon, and make machine adjustments according to a teacher's checklist.
Payroll	
45. Compute gross earnings for employees.	Given number of hours worked and hourly rate or salary or commissions data, compute gross earnings for five employees with 100% accuracy.
46. Compute deductions for employees.	Given a payroll register with gross earnings recorded for five employees, appropriate tax charts, and pertinent data, determine and record required and voluntary deductions with 100% accuracy.
47. Compute net pay.	Given a payroll register with gross earnings and total deductions for five employees, compute net pay with 100% accuracy.
48. Prepare employee earnings records.	Given a completed register and earnings records, record the information from the payroll register in the employee earnings records and calculate accumulated earnings with 100% accuracy.
49. Prepare five payroll records.	Given a completed payroll register and five blank payroll checks, prepare payroll with 100% accuracy.
50. Journalize and post entries for payroll, including wage and salary expenses, employee FICA taxes, federal income taxes, state income taxes, and other deductions.	Given a completed payroll register, a journal, and a ledger, journalize and post employees' payroll, including all deductions, with 100% accuracy.
51. Journalize and post entries for the employer FICA, FUTA, and SUTA taxes.	Given a completed payroll register, employer's tax rates, a journal, and a ledger, journalize and post the employer's payroll tax liabilities with 100% accuracy.
Purchase and Sales	
52. Select appropriate purchases and sales forms for various transactions.	Given necessary instruction and five transactions, select the appropriate purchase and sales forms with 80% accuracy.

CLERICAL ACCOUNTING I

COMPETENCIES	PERFORMANCE OBJECTIVES
53. Process unpaid invoices with accompanying receiving documents.	Given five unpaid invoices and documents, process each with 80% accuracy.
54. Post purchases and sales on account directly to the proper ledger accounts from invoices, credit memos, and checks, and compute the balances.	Given 10 purchases and sales on account and ledger accounts, post from the invoices, credit memos, checks, and compute balances with 90% accuracy.
55. Prepare requisitions for supplies and equipment to be ordered from catalogs.	Given catalogs, list of supplies to be ordered, and requisition forms, prepare forms according to instructor's checklist.
56. Prepare purchase orders and invoices, including computation of applicable discounts and sales taxes.	Given five purchase orders and invoice forms, appropriate discount and tax information, and necessary data, prepare forms with 90% accuracy.
57. Prepare customer monthly statements from unpaid customer invoices or from ledger sheets.	Given five statement forms and unpaid invoices or ledger, prepare forms with 100% accuracy.
Reprographics	
58. Use correct terminology when describing supplies and machine parts for photocopy equipment.	Given a list of terms and definitions for photocopy equipment, match terms to definitions with 80% accuracy.
59. Prepare an acceptable copy for duplication by the photocopy process.	Given appropriate photocopy supplies and instructions, prepare an acceptable copy for duplication according to instructor's checklist.
60. Operate photocopy equipment to produce clear, quality copies.	Given a prepared copy for duplication, operate photocopy equipment to produce clear quality copy according to instructor's checklist.
Time Resource Management	
61. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, all items on checklist rated acceptable.
62. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

CLERICAL ACCOUNTING II

Course Code:	6350
Suggested Grade Level:	12
Prerequisites:	Clerical Accounting I

Course Description:

Clerical Accounting II is a one-year, single-period course with Cooperative Office Education or a double-period class without Cooperative Office Education. Accounting skills learned in Clerical Accounting I are further developed. Special accounting applications and accounting for partnerships and corporations are included. In addition, skills in mail processing, records management, and automated accounting are developed. Instruction is provided in human relations skills, job-seeking skills, office procedures, and organizational skills.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting Cycle Review	
1. Perform skills involved in completing an accounting cycle for a retail business, using either a combination journal or special journal.	Given necessary data and forms, complete all steps in the accounting cycle for a retail business with 90% accuracy.
2. Define typical accounting terms.	Given definitions and a list of accounting terms, define terms with 90% accuracy on an objective test.
3. Record transactions in combination journal and special journals and post to general and subsidiary ledgers.	Given transactions, journals, and ledgers, record transactions and post with 90% accuracy.
4. Prepare an eight-column worksheet with adjustments.	Given a worksheet with a completed trial balance and adjustment data, prepare an eight-column worksheet with 100% accuracy.
5. Prepare capital statement, income statement, and balance sheet.	Given a completed worksheet, necessary forms, and general ledger, prepare a capital statement, income statement, and balance sheet with 90% accuracy.
6. Record and post adjusting and closing entries.	Given a completed worksheet, a journal, and ledger accounts, record and post adjusting and closing entries with 90% accuracy.
Accounting: Special Applications	
7. Record sales tax entries in appropriate journals and post.	Given three sales tax transactions, journals, and ledgers, record and post sales tax entries with 90% accuracy.

CLERICAL ACCOUNTING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
8. Compute bad debts expense.	Given necessary information, compute bad debts expense with 90% accuracy.
9. Journalize and post the adjusting entry for bad debts expense.	Given a completed worksheet journal and ledger, journalize and post the adjusting entry for bad debts expense with 100% accuracy.
10. Journalize and post entries to write off uncollectible accounts.	Given the data, a journal, and ledger, journalize and post entries to write off three uncollectible accounts with 90% accuracy.
11. Journalize and post transaction for the collection of an account previously written off.	Given the data, a journal, and a ledger, journalize and post with 100% accuracy the entries for the collection of an account previously written off.
12. Prepare financial statements that report bad debts information.	Given a completed worksheet and the necessary forms, prepare with 90% accuracy the financial statements that report bad debts.
13. Define terms related to depreciation.	Given a list of depreciation terms, define terms with 90% accuracy.
14. Compute depreciation, using Accelerated Cost Recovery System and declining balance methods.	Given cost, salvage value, and life of two assets, compute with 80% accuracy the depreciation on each asset, using Accelerated Cost Recovery System and declining balance methods .
15. Journalize and post transactions for depreciation expenses previously computed.	Given a worksheet journal and ledger accounts, record adjusting entries on worksheet, journalize, and post with 90% accuracy.
16. Journalize and post transactions for selling, discarding, or trading fixed assets.	Given six transactions, journal, and ledger accounts, journalize and post the transactions with 80% accuracy.
17. Prepare financial statements that report depreciation information.	Given a completed worksheet and forms, prepare the income statement and balance sheet showing depreciation information with 90% accuracy.
18. Define notes receivable and notes payable terminology.	Given a list of notes receivable and payable terminology, define terms with 80% accuracy.

CLERICAL ACCOUNTING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
19. Compute maturity dates and interest on notes receivable.	Given two notes receivable, compute maturity dates and interests with 90% accuracy.
20. Compute bank discounts and proceeds on notes payable.	Given two notes payable, compute discounts and proceeds with 90% accuracy.
21. Journalize and post transactions for notes, interest, and bank discounts.	Given 10 transactions involving notes, interest, and bank discounts, a journal, and ledger accounts, journalize and post the transactions with 80% accuracy.
22. Prepare financial statements that accurately report notes receivable and notes payable.	Given a completed worksheet and necessary forms, prepare an income statement and balance sheet reporting notes receivable and payable with 90% accuracy.
23. Define accrued income and expense terminology.	Given lists of accrued income and expense terminology, define terms with 80% accuracy.
24. Plan adjustments on worksheet and post adjusting entries for accrued revenue and accrued expenses.	Given adjustment data and necessary forms, plan adjustments, journalize, and post with 80% accuracy.
25. Prepare financial statements that accurately report accrued income and accrued expenses.	Given a completed worksheet and forms, prepare the income statement and balance sheet to show accrued income and expenses with 90% accuracy.
26. Journalize and post reversing entries for accrued income and expenses.	Given a completed worksheet journal and ledger, journalize and post the necessary reversing entries with 80% accuracy.
27. Journalize and post transaction to establish the petty cash fund.	Given a journal, ledger, and necessary petty cash information, journalize and post the transaction to establish the petty cash fund with 90% accuracy.
28. Prepare petty cash vouchers and record them in the petty cash book.	Given five petty cash vouchers, expense information, and petty cash book, prepare the vouchers and record in petty cash book with 90% accuracy.
29. Journalize and post the entry to replenish the petty cash fund.	Given a journal, ledger, and five petty cash vouchers, journalize and post the entry to replenish the petty cash fund with 90% accuracy.

CLERICAL ACCOUNTING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting: Partnerships and Corporations	
30. Define terms related to the partnership and distribution of income.	Given a list of partnership and distribution of net income terminology, define the terms with 80% accuracy.
31. Define terms related to corporations, stock, and retained earnings.	Given a list of corporation, stock and retained earnings terminology, define the terms with 80% accuracy.
32. Record opening entry for a partnership.	Given the articles of partnership and a journal, record the opening entry for the partnership with 90% accuracy.
33. Record opening entry for a corporation.	Given the articles of incorporation and a journal, record the opening entry for the corporation with 90% accuracy.
34. Record entry for sales of additional capital stock shares.	Given five stock transactions and a journal, record the entries with 80% accuracy.
35. Record entries for declaration and payment of dividend.	Given five dividend transactions and a journal, record the entries with 80% accuracy.
36. Complete end-of-fiscal-period work for a partnership.	Given a worksheet with completed trial balance, adjustment data, distribution data, and the necessary form, prepare a worksheet form and end-of-fiscal-period financial statements with 80% accuracy.
37. Complete end-of-fiscal-period work for a corporation.	Given a worksheet with computed trial balance adjustment data and completed ledger, prepare a worksheet and end-of-fiscal-period statements with 80% accuracy.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Data Processing	
38. Interpret a systems flowchart.	Given a systems flowchart, list the steps necessary to print a general ledger trial balance with 100% accuracy.
39. Complete a trial balance, using automated accounting software.	Given an automated accounting software program, access to a microcomputer, and source data, generate a trial balance, with data verified and all errors corrected.

CLERICAL ACCOUNTING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
40. Enter and process accounts payable transactions and generate related reports and checks, using automated accounts payable software.	Given automated accounts payable software, access to a microcomputer, and source data, process transactions, generating related reports and vendor checks with data verified and all errors corrected.
41. Enter and process accounts receivable transactions and generate related reports and customer statements, using automated accounts receivable software.	Given automated accounts receivable software, access to a microcomputer, and source data, process accounts receivable transactions, generating related reports and customer statements with data verified and all errors corrected.
42. Enter and process payroll transactions and generate related reports, using automated payroll software.	Given automated payroll software, access to a microcomputer, and source data, process payroll transactions, generating related reports with data verified and all errors corrected.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Keyboarding	
43. Keyboard information on preprinted forms.	Given three types of blank preprinted business forms and information for completing the forms, keyboard the information in mailable form with 90% accuracy.
44. Keyboard average-length tables or statistical reports from handwritten or rough draft copies.	Given one table and one statistical report, keyboard the information, making necessary corrections, in mailable form with 80% accuracy.
45. Keyboard mailable, average-length business letters with special features and the appropriate number of copies from handwritten or rough draft copies.	Given three handwritten or rough draft average-length letters, keyboard the letters with one carbon copy each, with two of the three letters in mailable form.
Mail Processing	
46. Process incoming mail.	Given pieces of incoming mail, including some mail marked "confidential" or "personal," and a date stamp, open, stamp, sort, and distribute the mail, with all items on an instructor-provided checklist rated acceptable.

CLERICAL ACCOUNTING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
47. Process outgoing mail.	Given letters to be processed for mailing, addressed envelopes, postage scale, and the U.S. Postal Manual or current information on postal rates, process the outgoing mail, with all items on an instructor-provided checklist rated acceptable.
48. Determine most appropriate classification for pieces of mail.	Given lists of special mailing services and descriptions, correctly match at least 80% of the items on the lists.
Office Experience	
49. Demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office.	Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner, with all items on an instructor-provided checklist rated acceptable.
50. Perform the tasks required of a part-time office employer.	Given a related part-time position, complete assigned tasks according to a training plan, with acceptable ratings on all items.
Records Management	
51. Describe, use, or identify records, terminology, and supplies related to records management.	Given information covering terms, supplies, and related information, complete an objective test on records management with 80% accuracy.
52. Index, code, sort, and file documents alphabetically.	Given 15 pieces of correspondence, index, code, sort, and file 12 of the 15 pieces correctly.
53. Sort and file documents numerically.	Given 15 pieces of correspondence, index, code, sort, and file 12 of the 15 pieces correctly.
54. Retrieve information from files.	Given 10 requests for retrieval from simulated file, retrieve the requested documents and correctly complete an out card and a check-out record for eight of the 10 requests.
Tax Reports	
55. Complete individual federal income tax returns.	Given an individual income tax return, tax instructions, and a simulated situation, complete the tax form with 100% accuracy.

CLERICAL ACCOUNTING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
56. Complete an employer's quarterly federal tax return (form 941).	Given employer's earning records, tax instructions, and form 941, complete the form with 100% accuracy.
57. Complete an employer's federal tax deposit forms (forms 501 and 508).	Given total income tax and FICA tax for a quarter, tax instructions, and form 501, complete the form with 100% accuracy.
58. Complete an employer's annual reconciliation report of tax withheld (Form W-3).	Given copies of employee's W-4 Forms and Form W-3, complete the W-3 Form with 100% accuracy.
59. Complete an employer's federal unemployment tax report (Form 940).	Given total payroll and unemployment tax withheld for a year and Form 940, complete the form with 100% accuracy.
60. Complete an employer's state unemployment tax form.	Given payroll information, tax instructions, and state unemployment tax form, complete the form with 100% accuracy.
61. Complete a state sales tax report.	Given a completed income statement, tax instructions, and sales tax report form, complete the form with 100% accuracy.
Time and Resource Management	
62. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
63. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

COMPUTER CONCEPTS

Course Code: 6611

Suggested Grade Level: 7, 8, 9, 10

Prerequisites: None

Course Description:

Computer Concepts is a half-year, single-period course that introduces data processing and examines the evolution of computing equipment. Topics include computer terminology, components and functions of computers, ethics related to computer use, electronic databases as information sources, and computer-related careers. Prepared programs and applications of data processing in the home, school, and community are included.

COMPETENCIES	PERFORMANCE OBJECTIVES
Introduction	
1. Identify basic data needs of business, industry, and government.	Given necessary information and a list of data processing applications unique to business, industry, or government, match each application to business, industry, or government with 80% accuracy.
2. Sequence the steps in the data processing cycle and explain each step.	Given information on the data processing cycle, arrange the steps of the cycle sequentially and record a definition for each step with all steps correctly sequenced and defined.
3. Distinguish among manual, mechanical, and electronic data processing systems.	Given information on the operations and devices of data processing systems, identify the operations and devices as used in manual, mechanical, and electronic data processing systems with 80% accuracy on a written test.
4. Identify the five components of a computer system and discuss their dependence on each other.	Given information on the methods of processing data, identify and describe the importance of each of the five component parts of a computer system with 80% accuracy on a written or oral test.
5. Describe historical events of the pre-computer era of data processing.	Given information and a list of historical events of the pre-computer era, describe at least 80% of the events accurately, with each description outlining the contribution made by the event toward progress of technology leading to the advent of the computer.

COMPUTER CONCEPTS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
6. Explain the development of various computer systems.	Given information and a list of early computers, identify significant technological developments of each in computer evolution with 80% accuracy on a written test.
Computer Overview	
7. Differentiate between digital and analog computers.	Given information on the types of computers, describe the differences between analog and digital computers with 80% accuracy on a written or oral test.
8. Identify and explain the functions of the basic hardware components of a typical computer system.	Given information on hardware function and a list of basic hardware components of a typical computer system, write an explanation of the functions of each hardware component with 80% accuracy.
9. Identify special purpose input/output devices and describe their functions.	Given information on special purpose input/output devices, list six such devices and describe the functions of each with 100% accuracy.
10. Explain the functions of the three parts of the central processing unit.	Given information on the central processing unit of a computer, explain the functions of the three major parts with 90% accuracy.
11. Categorize a list of programs according to functions.	Given a list of the different types of computer programs and a list of the functions of various types of programs, match the type of program with the correct function with 80% accuracy.
12. Differentiate among high-level languages.	Given information on program languages, describe in writing COBOL, FORTRAN, RPG, and BASIC languages, with each description indicating preferred use of language and judged acceptable according to instructor's checklist.
13. Categorize types of storage as primary or secondary.	Given instruction on various methods of data processing storage, identify selected methods of storage as primary or secondary with 80% accuracy.
14. Distinguish between binary and decimal number systems.	Given information on number systems, describe the bases for the binary and decimal numbering systems with 100% accuracy.
15. Convert decimal to binary numbers and binary to decimal numbers.	Given several decimal and binary numbers, convert decimal to binary and binary to decimal with 80% accuracy.

COMPUTER CONCEPTS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
16. Interpret information presented in the format of a computer data representation system.	Given the coding scheme for a data representation code, identify data represented in the code with 80% accuracy.
Business, Society, and Computers	
17. Identify computerized applications in government, business, and industry.	Given information on computerized applications, identify and give a brief description of two computerized applications each in government, business, and industry, with description judged acceptable according to instructor's guidelines.
18. Identify at least five ways in which computers aid consumers.	Given information on computer use, produce a report that describes five ways in which computers aid consumers, with report rated acceptable according to instructor-developed checklist.
19. Identify common misconceptions and myths related to the computer; describe violations of privacy, fraud, and crime; and differentiate between ethical and unethical use of the computer.	Given information on computer use and misuse and several case studies, describe violations of privacy and fraudulent or criminal use of computers and determine whether each situation is ethical, unethical, or criminal, with conclusions judged acceptable according to instructor's checklist.
20. Describe the impact computers may have on society in the future.	Given a list of new and emerging areas in which the computer plays an increasingly important role, select a topic and prepare a written report, to be presented orally, that includes the following components: (a) benefits of using the computer; (b) advantages to workers; (c) benefits to individuals or consumers; (d) negative aspects of computer use; and (e) future trends.
Career Exploration	
21. Identify educational programs available for data processing careers.	Given a list of data processing careers and a list of appropriate educational programs, match the items with 80% accuracy.
22. Match a list of job titles with job descriptions and entry-level requirements.	Given a list of job titles and a list of job descriptions and entry-level requirements, match the items with 80% accuracy.

COMPUTER CONCEPTS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
23. Construct a personal career ladder for two positions.	Given information about data processing careers and descriptions of positions in the data processing field, prepare a personal career ladder that includes data processing career choices, job descriptions, experience requirements, and salary scales.
24. Give examples of new and future computer uses that will affect career opportunities in the data processing and office occupations areas.	Given a list of new and future uses of computers, describe orally or in writing how each of these uses will affect career opportunities in data processing and office occupations, with descriptions judged acceptable according to instructor-provided guidelines.
Programming Concepts	
25. Sequence the steps for preparing a program.	Given the steps performed by a programmer in completing a programming assignment, sequence the steps with 90% accuracy.
26. Prepare a detailed program flowchart or other logical solution for a specified problem.	Given a set of problem specifications for a business application, develop a flowchart or pseudocode showing a logical solution to the problem with 80% accuracy.
27. Explain functions of commonly used BASIC statements and commands.	Given information and a list of commonly used BASIC statements and commands, describe their functions with 100% accuracy.
28. Code and run a BASIC program that will produce a listing of data in report format.	Given a problem that requires the listing of FBLA names and addresses, code and run a program that will produce a listing in report format, with program judged acceptable according to instructor's checklist.
29. Document a program.	Given record layouts, program flowchart, and program specifications, prepare a documentation narrative that can be run successfully by another student.
30. Code and run a BASIC program that will perform calculations on given data.	Given a problem to solve on the computer that requires calculations and/or comparisons on given data, code and run a program that will perform these calculations or comparisons with 100% accuracy. (NOTE: Problems involving sales tax, payroll, FBLA fundraising, and grade averaging would be appropriate to meet this objective.)

COMPUTER CONCEPTS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
31. Explain the purpose and usefulness of word processing software packages.	Given information on word processing concepts and terminology, explain in writing the purpose and usefulness of a word processing software package, with explanations rated acceptable according to an instructor-provided checklist.
32. Demonstrate the use of a word processing software package.	Given information, training, and access to word processing equipment, key in and print a short letter and/or a one-page report, rated acceptable according to an instructor-provided checklist.
33. Explain the purpose and usefulness of a database software package.	Given information on database concepts and terminology, explain in writing the purpose and usefulness of a database software package, with explanations rated acceptable according to an instructor-provided checklist.
34. Demonstrate the use of a database software package.	Given a prepared database and access to equipment, enter and manipulate data by searching for specified information, modifying the data, displaying the data, and printing the data, with all procedures rated acceptable according to an instructor-provided checklist.

DATA PROCESSING I

Course Code: 6640

Suggested Grade Level: 11

Prerequisites: Keyboarding--18 weeks

Course Description:

Data Processing I is a one-year, double-period course that introduces students to data processing procedures and careers. Emphasis is placed on electronic data processing systems. A programming language, such as BASIC, is introduced. Accounting is taught and used as the basis for computer applications.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting	
1. Use accounting terms correctly as they occur in oral or written work.	Given a list of accounting terms and their definitions, use the terms correctly in oral and written exercises with 80% accuracy.
2. Prepare a beginning balance sheet.	Given asset, liability, and capital account balances, prepare a beginning balance sheet with 100% accuracy.
3. Record and post opening entry.	Given the beginning balance sheet, record and post the opening entry with 100% accuracy.
4. Debit and credit accounts for transactions involving increases and decreases to the account.	Given 10 transactions involving increases and decreases to accounts, debit and credit accounts with 100% accuracy.
5. Journalize business transactions.	Given the appropriate journal and transactions for one month, journalize the transactions with 100% accuracy.
6. Prove the equality of debits and credits in one set of journals.	Given one page of a journal, prove the equality of debits and credits with 100% accuracy.
7. Prove cash.	Given the appropriate cash balances, prove cash with 100% accuracy.
8. Post journal entries to the proper ledger accounts.	Given journal entries and ledger, post journal entries to the proper ledger accounts for a period of one month with 80% accuracy.
9. Prepare a trial balance to prove equality of debits and credits posted to ledger accounts.	Given ledger accounts, determine balances and prepare a trial balance to prove equality of debits and credits with 100% accuracy.
10. Prepare income statement and a balance sheet from trial balance.	Given a trial balance, prepare an income statement and a balance sheet from trial balance with 100% accuracy.

DATA PROCESSING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Automated Accounting	
11. Complete a trial balance, using automated accounting software.	Given an automated accounting software program, access to a microcomputer, and source data, produce a journal and ledger and generate a trial balance, with all data verified and all errors corrected.
12. Enter and process accounts payable transactions and generate related reports and checks, using automated accounts payable software.	Given automated accounts payable software, access to a microcomputer, and source data, process transactions, generating related reports and vendor checks, with all data verified and all errors corrected.
13. Enter and process accounts receivable transactions and generate related reports and customer statements, using automated accounts receivable software.	Given automated accounts receivable software, access to a microcomputer, and source data, process accounts receivable transactions, generating related reports and customer statements, with all data verified and all errors corrected.
14. Enter and process payroll transactions and generate a payroll register, computerized checks, quarterly report, and W-4 Form.	Given automated payroll software, access to a microcomputer, and source data, process payroll checks and related reports, with all data verified and all errors corrected.
Business Calculations	
15. Perform the basic arithmetical processes of addition, subtraction, multiplication, and division.	Given 20 problems, perform the basic arithmetical processes with 100% accuracy.
16. Operate a 10-key calculating machine.	Given 20 problems and access to a calculator, perform the basic arithmetical processes, using special function keys and verifying use either by a paper printout and/or by the amount of time necessary to do the processes, with all problems verified.
17. Compute and verify amounts and totals on various business forms.	Given business forms with totals and access to a calculator, compute and verify amounts with 100% accuracy.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	

DATA PROCESSING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Data Entry	
18. Perform off-line data entry operations.	Given source documents, data entry format requirements, and access to data entry equipment with recording medium, enter data from printed documents, with all data recorded in designated format without errors and meeting minimum keystroke standards as specified for the job.
19. Perform on-line data entry operations.	Given source documents, data entry format requirements, and access to data entry equipment with recording medium, enter data from printed documents, with all data recorded in designated format without errors and meeting minimum keystroke standards as specified for the job.
20. Solve problems resulting from computer hardware and software failures.	(a) Given a malfunctioning data device, identify and correct the malfunction, or arrange for repair by contacting appropriate service representative. (b) Given a malfunctioning software program, identify and correct the problem, or arrange for correction by contacting appropriate software support representative.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Introduction to Data Processing	
21. Define typical data processing terms.	Given data processing terms as they occur in oral or written work, define terms with 80% accuracy.
22. Describe the historical precomputer era of data processing.	Given a list of historical data processing events of the precomputer era, describe at least 80% of the events accurately, with each description outlining the contribution made by the event toward the progress of technology leading to the advent of the computer.

DATA PROCESSING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
23. Explain the development of various computer systems.	Given information on and a list of early computers, identify significant technological developments of each in computer evolution with 80% accuracy on a written test.
24. Sequence the steps in the processing cycle and explain each step.	Given the steps of a data processing cycle, arrange the steps sequentially and record a definition for each step, with all steps correctly sequenced and defined with 80% accuracy.
25. Categorize types of storage as primary or secondary.	Given information on various methods of data processing storage, identify the methods of storage as primary or secondary with 80% accuracy on a written test.
26. Differentiate between digital and analog computers.	Given information on the types of computers, describe the differences between analog and digital computers with 80% accuracy on a written test.
27. Identify and explain the function of the basic components of a typical computer system.	Given information on a list of the basic hardware components of a typical computer system, write an explanation of the functions of the basic hardware components with 80% accuracy.
28. Explain the functions of the central processing unit.	Given information on the three parts of a central processing unit of a computer, explain the functions of each part, with explanations indicating knowledge of the operation of each part and receiving an acceptable rating according to instructor's checklist.
29. Categorize a list of programs according to functions.	Given a list of the different types of computer programs and a list of the functions of various types of programs, match the type of program with the correct function with 80% accuracy.
30. Differentiate among high-level languages.	Given information on program languages, describe in writing COBOL, RPG, and BASIC languages, indicating preferred business use of each language, descriptions judged acceptable according to instructor's checklist.
31. Describe functions of common input/output devices.	Given a list of common input/output devices and a list of functions of the devices, match the items with 80% accuracy.
32. Describe functions of special purpose input/output devices.	Given a list of special purpose input/output devices and a list of functions of the devices, match the items with 80% accuracy.

DATA PROCESSING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
33. Use various numbering systems.	Given information on various systems and a list of numbers in one numbering system, convert them to another numbering system with 80% accuracy.
34. Interpret information presented in the format of a computer data representation system.	Given the coding scheme for a data representation code, interpret data that is represented in the code with 80% accuracy.
Microcomputer Operations	
35. Operate hardware system(s).	(a) Given access to a microcomputer and appropriate reference manuals, demonstrate proper care and handling of hardware, software, and computer operations, including operating printer, powering up, loading, and powering down, in accordance with the manufacturer's instructions and predetermined guidelines. (b) Given a diskette and access to compatible hardware, perform the necessary diskette handling tasks, including copying, formatting, updating, and transferring, with 100% accuracy.
Programming Concepts	
36. Sequence steps for preparing a program.	Given the number of steps in program development, list the steps in sequence with 100% accuracy.
37. Prepare a detailed program flowchart or other logical solution for a given set of problem specifications.	Given job specifications, I/O record layouts, and logical solution sheets, develop a detailed flowchart or other logic sequences for coding programs with 100% accuracy.
38. Code from a logic sequence an application program using a high-level computer language.	Given logical solution sheets, program specifications, data record layouts, programming reference manuals, and coding sheets, code application program with 100% accuracy.
39. Debug and correct program syntax errors.	Given programs with errors and verified documentations, desk-check and correct program syntax error with 100% accuracy.

DATA PROCESSING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
40. Test the validity of an application program, given appropriate test data.	Given program specifications, logic sequences, I/O record layouts, listings of source programs, test data, and completed coding sheets for source programs, test the logical validity of source programs with 100% accuracy.
41. Externally document a program.	Given proper forms, program logical sequences, and program specifications, examine documentation narratives and develop I/O record layout forms with 80% accuracy.
Programming Language: BASIC	
42. Explain functions of commonly used BASIC statements.	Given necessary information and a list of BASIC keywords, write BASIC statements with 100% accuracy.
43. Use appropriate systems commands at a terminal.	Given access to a terminal and sample program, key in and execute the program, using systems commands, with 100% accuracy.
44. Code and run a BASIC program that will produce a listing of data in report format.	Given access to a terminal and a listing of FBLA names and addresses, design, code, and run a program that will produce a listing in report format, with all items on instructor's checklist rated acceptable.
45. Code and run a BASIC program that will perform calculations on given data.	Given access to a terminal and a problem that requires calculations on given data, design, code, and run a program that will perform these calculations with 100% accuracy. (NOTE: Problems involving sales tax, payroll, FBLA fundraising, and grade averaging would be approriate to meet this objective.)
46. Code and run a BASIC program using one or more subroutines.	Given access to a terminal and program specifications relating to a problem that could be more efficiently solved using one or more programmer-created subroutines, design, code, and run a program that will meet the specifications, using at least one subroutine.
47. Code and run a BASIC program that will produce a single-level table.	Given access to a terminal and programming specifications, design, code and run a BASIC program that uses a single-level table, with 100% accuracy.

DATA PROCESSING I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
48. Code and run a BASIC program that will produce a report with minor, intermediate, and final totals.	Given access to a terminal and programming specifications, design, code, and run a BASIC program that will produce a report with minor, intermediate, and final totals with 100% accuracy.
49. Code and run a BASIC program that will read and process data from a random access disk file.	Given access to a terminal and program specifications and random access disk file comprised of student number and grade data, design, code, and run a program that will randomly access, read, and process a specific student's data from the file with 100% accuracy.
Time and Resource Management	
50. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
51. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

DATA PROCESSING II

Course Code: 6650

Suggested Grade Level: 12

Prerequisites: Data Processing I

Course Description:

Data Processing II is a one-year, double-period course in which emphasis is placed on electronic data processing and writing computer programs for business applications. Students are introduced to one or more of the following high-level languages: COBOL, RPG, Advanced BASIC, FORTRAN, PROLOG, ADA, or C.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Computer Operations	
1. Power up computer and I/O devices, initial program load, and prepare computer for daily operations.	Given access to a computer system and necessary instruction, power up computer and I/O devices, initial program load, and prepare computer so that the system is operational.
2. Prepare the computer for processing specific types of jobs.	Given a specific job and access to a computer, prepare the computer for processing so that the job is successfully completed.
3. Operate, monitor, and control the computer system.	Given access to a computer system and necessary instruction, operate, monitor, and control the system so that the system operates satisfactorily.
4. Secure the computer and I/O devices at the end of operations.	Given access to an operating computer system, follow the correct sequence to power down.
Data Communications	
5. Outline and describe the components used to coordinate a computing/communications network.	Given information on the components of a data communications system, outline and describe the components with 80% accuracy.
6. Describe data transmission in terms of its speed, type, and mode.	Given information on data transmission, describe data transmission in terms of speed, type, and mode with 80% accuracy on a written test.

DATA PROCESSING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
7. Explain multidrop and point-to-point lines and relate them to the type of line (leased/switched) most often used.	Given necessary instruction, explain the difference between multidrop and point-to-point lines and relate them to the type of most often used with 80% accuracy on a written or oral test.
8. Demonstrate an understanding of network organization.	Given information on network organization, draw schematics of the three major types of networks with 80% accuracy.
Database Management	
9. Define a database and give reasons for its development.	Given information on database, define a database and list two reasons for development of a database with 80% accuracy.
10. Compare and contrast the difference among the three conceptual database views.	Given examples of each of the three database structures, compare and contrast the differences among them with 80% accuracy.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Programming Language: COBOL	
11. Use job specifications input-processing-output charts and pseudocode to design a COBOL program.	Given program specifications, complete input-processing-output and pseudocode forms for a COBOL program, design a program with 100% accuracy.
12. Explain the structure and syntax of a simple COBOL program.	Given a simple COBOL program, explain the structure and syntax with 80% accuracy.
13. Describe the approach for constructing a program using a structured design.	Given information on program construction, describe with 80% accuracy the approach for constructing a program using a structured design.
14. Develop, code, and run a COBOL program to produce a list report.	Given program requirements, develop, code, and run a COBOL program with 100% accuracy to produce a list report.

DATA PROCESSING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
15. Develop, code, and run a COBOL program that includes one or more arithmetic statements and common editing functions.	Given program requirements, develop, code, and run a COBOL program using one or more arithmetic statements and several common editing functions, with program judged acceptable according to instructor's checklist.
16. Code and run a program using IF statements for comparisons.	Given program requirements, develop, code, and run a COBOL program using condition names, with program judged acceptable according to instructor's checklist.
17. Code and run a program using condition names.	Given program requirements, develop, code, and run a COBOL program using condition names, with program judged acceptable according to instructor's checklist.
18. Code and run a program with headings.	Given program requirements, develop, code, and run a COBOL program to produce headings and subheadings, with program judged acceptable according to instructor's checklist.
19. Code and run a program using the proper statements to produce final totals.	Given program requirements, develop, code, and run a COBOL program to produce final totals, with program judged acceptable according to instructor's checklist.
20. Code and run a COBOL program with minor and final totals.	Given program requirements, develop, code, and run a COBOL program to produce headings and minor and final totals, with program judged acceptable according to instructor's checklist.
21. Develop, code, and run a COBOL program with a single-level table using indexing and/or subscripting.	Given program requirements, develop, code, and run a COBOL program with a single-level table, with program judged acceptable according to instructor's checklist.
Programming Language: RPG	
22. Describe the general characteristics of the RPG language.	Given information on the RPG language, describe the general characteristics of the RPG language with 80% accuracy on a written test.
23. Write and run an RPG program to provide a simple listing.	Given program requirements, develop, code, and run an RPG program to produce a simple listing, program judged acceptable according to instructor's checklist.

DATA PROCESSING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
24. Write an RPG program to create a report using headings.	Given program requirements, develop, code, and run an RPG program to produce report headings, program judged acceptable according to instructor's checklist.
25. Write and run an RPG program using basic calculation statements.	Given program requirements, develop, code, and run an RPG program using basic calculation statements, with program judged acceptable according to instructor's checklist.
26. Write and run an RPG program to create a final total line on a report.	Given program requirements, develop, code, and run an RPG program to produce final totals, with program judged acceptable according to instructor's checklist.
27. Write and run an RPG program using comparison statements.	Given program requirements, develop, code, and run an RPG program to produce output based on comparisons, with program judged acceptable according to instructor's checklist.
28. Write and run an RPG program to calculate and print minor, intermediate, and final totals.	Given program requirements, develop, code, and run an RPG program to produce minor, intermediate, and final totals, with program judged acceptable according to instructor's checklist.
29. Write and run an RPG program to check a file for particular order of records.	Given program requirements, develop, code, and run RPG program to produce a report that produces different record types, with program judged acceptable according to instructor's checklist.
30. Write and run an RPG program that will produce and process a single-level table.	Given program requirements, develop, code, and run an RPG program to produce a report using single-level tables, with program judged acceptable according to instructor's checklist.
Secondary Storage	
31. Compare sequential and random file organization and compare direct access to sequential access files.	Given information on file organization and access methods, compare sequential and random file organization and direct access and sequential access file processing with 80% accuracy on an objective test.
32. Describe the use of magnetic tape as a secondary storage medium.	Given information on magnetic tapes, identify the characteristics of magnetic tape as a secondary storage medium with 80% accuracy on an objective test.

DATA PROCESSING II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
33. Describe the use of magnetic disks as a secondary storage medium.	Given information on magnetic disks, identify the characteristics of magnetic disk as a secondary storage medium with 80% accuracy on an objective test.
34. Describe characteristics of current mass storage devices.	Given information on storage devices, describe the characteristics of current mass storage devices with 80% accuracy on an objective test.
Software	
35. Differentiate between system and application software.	Given information on types of software, differentiate between system and application software with 80% accuracy on an objective test.
36. Explain the characteristics of software packages.	Given information on software packages including word processing, spreadsheet, database management, integrated software, and telecommunications, explain the characteristics of software packages with 80% accuracy on a written test.
37. Use software.	Given access to equipment and software, use the software package successfully according to manufacturer's instructions.
System Analysis	
38. Describe the necessary procedures for all phases of system analysis, including preliminary investigation, analysis of the system, system design, system development, and system conversion.	Given information on procedures necessary for system analysis, including procedures for preliminary investigation, analysis of the system, system design, system development, and system conversion, describe the procedures necessary for all five phases of system analysis with 80% accuracy on an objective test.

EMPLOYMENT SEMINAR

Course Code: 6125

Suggested Grade Level: 11, 12

Prerequisites: None

Course Description:

Employment Seminar is a half-year, single-period course. Students seeking employment upon graduation, as well as college-bound students, are encouraged to enroll. Topics include speaking; writing; listening; non-verbal communication; grooming; career planning; business protocol; research skills; and interviewing, securing, holding, and advancing on the job.

COMPETENCIES	PERFORMANCE OBJECTIVES
Interpersonal Relations	
1. Assess work attitudes and work habits.	Given a checklist of work attitudes and work habits that employers value (e.g., accuracy, adaptability, punctuality, reliability, productivity, trustworthiness, orderliness, ability to follow directions, integrity, good judgment), check the "yes" or "no" column for each entry to assess personal traits, and indicate a plan of action to improve "no" traits to be completed in a three-month period.
2. Assess personal appearance and grooming.	Given class discussions, assess personal appearance and grooming by responding to all items on an instructor-prepared checklist, according to a three-point scale (1= excellent; 2= good but could be better; 3= needs improvement) and by indicating a plan of improvement for at least three low-rated items on the checklist.
3. Assess human relations skills.	Given class discussion of human relations skills and a corresponding self-rating sheet with a point scale of one to five (five=highest), prepare a confidential self-rating by answering all items on the sheet and preparing a brief written plan of improvement of each skill or trait rated below three on the scale.
4. Identify and evaluate personal, job, and physical traits needed for job success.	Given discussion of personal, job, and physical traits needed for job success, identify one personal trait, one job trait, and one physical trait most important for job success and evaluate the selections in a written report of no more than 150 words, providing a logical defense of each selection.

EMPLOYMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Match preferred work modes with occupations in a program under study.	Given information describing the six work modes (mechanical, conventional, enterprising, social, investigative, and creative) and occupations related to the program under study, match individually preferred work modes with occupations that emphasize those modes by completing a worksheet with 100% accuracy.
6. Develop a personal definition of "success."	Given information on and class discussion of internal and external rewards of work, a hierarchy of human needs, and the concept of situational values, develop a personal definition of success by completing accurately an instructor-provided worksheet.
7. Identify post-high school options.	Given access to persons representing local employers, higher education, and military service, identify post-high school options related to the program under study by stating the advantages and disadvantages of each option, according to personal opinion.
8. Identify career goal and objectives.	Given information previously determined on individual traits and values, the program under study, and post-high school options, identify a career goal and outline objectives by listing at least four steps (jobs or additional training) that will lead to the goal; goals and objectives should be consistent with results of prior self-evaluation activities.
Job Choices	
9. Identify job opportunities in the occupation under study.	Given sources of information (employment agencies, want ads, "blind" application sources, human resources, etc.), identify job opportunities in the field under study, using at least three of the sources listed.
10. Develop a resume or personal data sheet.	Given information on the types and purposes of a resume, develop a resume or personal data sheet that is neatly formatted, free of grammatical and punctuation errors, accurate, and complete, including statement(s) of qualifications for job in the occupation under study.

EMPLOYMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
11. Compose and prepare a letter of application.	Given information concerning a job opportunity, compose and prepare (format) a letter of application to accompany a resume, requesting a personal interview for the job, with letter rated acceptable according to a checklist provided.
12. Complete a job application form.	Given a sample job application form and personal resume, complete the form according to its instructions, neatly and without error.
13. Demonstrate job interview skills.	Given instruction and discussion on the appropriate behavior for job interviews, demonstrate job interview skills in a simulated job interview, with skills rated acceptable according to a checklist provided.
14. Evaluate a potential job.	Given criteria for job evaluation (sufficient pay, benefits, working hours, work atmosphere, etc.), evaluate a potential job by completing an instructor-provided worksheet; include facts brought out during job interview and advantages and disadvantages of each factor considered.
15. Use a decision-making model to make career decisions and solve problems.	Given a list of the six steps useful in making decisions-- (1) identify and define the problem; (2) perform required research, study, or analysis; (3) select three possible solutions; (4) choose what appears to be the best solution; (5) review the tentative decision to assure it is best; and (6) prepare a defense for the decision-- and case problems involving career decisions, write or describe orally what takes place in each step completely and accurately.
16. Demonstrate positive attitudes toward work.	Given information on the attitudes that employers consider positive on the job, demonstrate consistently these attitudes in the classroom, with performance evaluated periodically and all items rated acceptable on an instructor-prepared checklist.
17. Demonstrate effective speaking and listening techniques.	Given information on effective speaking and listening and descriptions of job situations requiring oral communication skills, use effective speaking and listening techniques to respond appropriately to each situation; performance will be judged acceptable according to a checklist provided.

EMPLOYMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
18. Define the legal responsibilities of the employer and employee.	Given information and discussion on employer-employee legal rights and responsibilities, respond to items about the legal responsibilities of the employer and employee with 80% accuracy on a multiple-choice test.
19. Develop personal budget.	Given information and discussion on budgeting and management of finances, develop a personal budget and maintain a record of all income and expenditures for a six-week period, with expenses not exceeding income during the budget period.
20. Complete personal income tax forms.	Given case or real problems concerning income tax preparation, federal income tax forms 1040A and 1040EZ, and the appropriate tax tables; complete income tax forms legibly with 100% accuracy.
21. Identify techniques to ease the impact of dismissal.	Given discussion about involuntary job termination, identify techniques to ease the impact of dismissal by completing a written test with 80% accuracy.
Career Advancement and Leader-Ship Development	
22. Define qualifications for job promotion.	Given a list of criteria employers normally use when considering employee promotions, define each term by answering with 80% accuracy the questions on a worksheet.
23. Recommend membership in specific professional organizations.	Given information on professional organizations related to the field under study, examine and recommend membership in one of these organizations by explaining the benefits and responsibilities of members in a one- to two-page typewritten report, rated acceptable according to a checklist provided.
24. Identify procedures for terminating a job.	Given information about job termination, identify procedures for terminating a job by writing a letter of resignation and participating in a mock exit interview, with both activities rated acceptable according to a checklist provided.

EMPLOYMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
25. Assess leadership qualities.	Given a list of leadership qualities such as initiative, imagination, independence, individuality, ability to motivate others, ability to inspire confidence, and delegation of responsibility, rate self on each quality using the following scale: 5=very high; 4=high; 3=average; 2=low; 1=very low.
26. Participate in the instructional and leadership development activities of a co-curricular vocational student organization.	Given assigned tasks in a co-curricular vocational student organization, demonstrate leadership abilities by accepting responsibility, displaying a positive attitude toward the program of work, showing pride in the organizational and personal accomplishments, and working with or without supervision according to guidelines established by the officers and advisors.

FINANCIAL MANAGEMENT SEMINAR

Course Code: 6120

Suggested Grade Level: 11, 12

Prerequisites: None

Course Description:

Financial Management Seminar is a half-year, single-period course. Personal and occupational planning and money management skills are addressed for the young adult who is entering the labor market. Topics include automobile purchase, renting or buying living quarters, payroll deductions, budgeting, credit, investments, taxes, and buying habits.

COMPETENCIES	PERFORMANCE OBJECTIVES
Automobile, Housing, and Leisure	
1. Justify the purchase of an automobile and its maintenance costs.	(a) Given information concerning expenses of new and used automobile ownership and maintenance, justify the best choice of automobile that will offer the most for the money by completing an instructor-provided worksheet. (b) Given information on five vehicles for one year, including annual depreciation, cost of repairs, cost of licenses and permits, cost of fuel, and the miles driven, compute the cost per mile of operating each vehicle with 100% accuracy.
2. Interpret the provisions of a residential lease agreement.	Given a residential lease agreement and a lease agreement checklist, interpret the provisions of the agreement by completing the questions on the checklist with 100% accuracy.
3. Outline the process of buying a home, including moving costs and installation charges.	Given information and costs related to purchasing a home, moving, installation charges, taxes, insurance, and maintenance; determine the downpayment, financing, total mortgage cost, and total monthly expenses by completing an instructor-provided worksheet with 100% accuracy.
4. Prepare a two-week vacation itinerary for a family of four.	Given a travel checklist, information about the type of vacation desired and money available, prepare for a family of four a cost-itemized, two-week itinerary for a plane trip to a resort area within a thousand miles of home by completing the checklist with 100% accuracy.

FINANCIAL MANAGEMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Banking, Bankruptcy, and Credit	
5. Prepare deposit ticket, checks, checkbook registers, and bank reconciliations.	(a) Given a blank deposit ticket, a check register, checks, coins, and currency; correctly endorse the checks for deposit, enter the check amounts, count and enter the cash and currency, total the deposit ticket, and record the deposit in the check register with all computations and entries correct. (b) Given a supply of blank checks, a checkbook register, and five bills requiring payment, write the checks and make the appropriate entries in the checkbook register, with all checks written correctly, entries in the check register recorded correctly, and all computations correct. (c) Given information related to a bank reconciliation, such as name of the company, date, bank balance, outstanding checks, bank service charges, and deposits in transit, prepare a bank reconciliation, with all items on an instructor-provided checklist rated acceptable.
6. Analyze bankruptcy notices from the classified section of the newspaper.	Given information concerning the bankruptcy law (including exemptions, types of income excluded, and bankruptcy options), the classified section of the newspaper, and a worksheet, read and analyze the bankruptcy notices by answering the questions on the worksheet with 100% accuracy.
7. Summarize the basic provisions of certain credit laws.	Given information and discussion on (a) Fair Credit Reporting Act, (b) Fair Credit Billing Act, (c) Equal Credit Opportunity Act, (d) Fair Debt Collection Practices Act, and (e) Consumer Credit Protection Act, summarize orally or in writing the basic provisions of the laws according to correct interpretation during class discussion.

FINANCIAL MANAGEMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
8. Identify the qualifications needed to obtain credit and evaluate credit application.	Given information on requirements and procedures for obtaining credit and case problems that include individual credit records, identify the qualifications needed to obtain credit, determine credit worthiness, and evaluate the credit application in each case problem by completing correctly all items on an instructor-provided worksheet.
9. Compute interest on savings accounts.	Given information on different amounts of money on deposit in separate savings accounts, each with a different rate of interest, compute the annual earnings expected from each account with 100% accuracy.
10. Compute the cost of loans.	Given situations requiring the borrowing of different amounts of money, each at a different rate of interest and for a different period of time (up to five years), compute the cost of each loan with 100% accuracy.
Budgets, Finance, and Payrolls	
11. Prepare personal and simple business budgets.	Given case study information concerning budgeting income and expenses and sample personal and business budgets, prepare monthly and yearly budgets for an individual, a family, and a small business with 100% accuracy.
12. Construct and interpret a graph.	Given the monthly total sales figures for a period of 12 months, the cost of goods sold for the same months, graph paper, and ruler; construct a line graph showing both the sales and the cost of goods sold for the period, with a heading and the vertical and horizontal scales identified, with 100% accuracy.
13. Compute net profit and net loss for an entrepreneur.	Given information concerning several entrepreneurs' monthly income and expenses such as rent, salaries, shop expenses, supplies, and materials, calculate net profit or loss for each entrepreneur with 100% accuracy.
14. Prepare a personal net worth statement.	Given information concerning an individual's net worth, including assets and liabilities, prepare a net worth statement with 100% accuracy to determine whether the individual is solvent or insolvent.

FINANCIAL MANAGEMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
15. Prepare a personal property inventory.	Given information concerning an individual's personal property (apartment furnishings, clothing, jewelry, coin collection, bicycle, video equipment, etc.), the year in which items were purchased, the purchase prices, and the approximate current values, prepare a personal property inventory showing the correct total property value.
16. Compute and verify gross pay.	Given a list of 20 hourly-paid employees, individual rates of pay, and regular and overtime hours worked; compute gross pay earnings for each employee with 100% accuracy.
17. Prepare a payroll register.	Given gross earnings of 20 employees, the allowances for each, voluntary deductions for each, a payroll register, and tax tables for both Virginia and federal withholding tax; prepare a payroll register, with 100% accuracy and all information legible.
Insurance and Investments	
18. Identify the roles of insurance in financial planning.	Given information about insurance in financial planning, identify the roles of insurance by answering correctly 15 questions on a 20-item multiple-choice test.
19. Identify stock market closing prices and net change for various stocks.	Given a form to record information and the financial section of the daily newspaper, identify the progress of five stocks for five consecutive days by listing for each stock the closing price and net change for each day with 100% accuracy.
Leadership Development	
20. Participate in the instructional and leadership development activities of Future Business Leaders of America.	Given assigned tasks in FBLA, demonstrate leadership abilities by accepting responsibility, displaying a positive attitude toward the program of work, showing pride in FBLA and personal accomplishments, and working with or without supervision according to guidelines established by the officers and advisors.

FINANCIAL MANAGEMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Considerations of the Consumer	
21. Describe the parties, conditions, and functions of a personal business contract.	Given a completed personal business contract or agreement, such as a credit or charge application, lease, mortgage, etc., describe the parties, the conditions, and the functions of the contract with 100% accuracy.
22. Summarize an article from Consumer Reports.	Given a current issue of Consumer Reports, select an article and write a summary of it, including the kinds of information found about the items being compared and rated, with summary rated acceptable according to the guidelines developed by the class.
23. Identify services performed by consumer information sources.	Given a list of 10 consumer information sources such as the Food and Drug Administration, Postal Service, Better Business Bureau, Office of Consumer Affairs, etc. and a list of consumer services performed by these sources, match the service with its provider, with eight of the 10 items matched correctly.
24. Analyze and interpret a will.	Given class discussion and a completed last will and testament for an individual, analyze and interpret the will by answering questions related to the document with 100% accuracy on an instructor-provided question-and-answer sheet.
Spending and Buying Decisions	
25. Apply the decision-making process to a problem concerning spending decisions.	Given a list of the six steps useful in making decisions-- (1) Identify and define the problem; (2) Perform required research, study, or analysis; (3) Select three possible solutions; (4) Choose what appears to be the best solution; (5) Review the tentative decision to assure it is best; and (6) Prepare a defense for the decision-- and a hypothetical problem involving spending decisions, write or describe orally what takes place in each step completely and accurately.
26. Use comparison shopping strategies.	Given four consumer products that fill the same general purpose but vary in quantity and price, compare the prices and quantities and select the product that represents the most economical buy with complete accuracy.

FINANCIAL MANAGEMENT SEMINAR (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Savings and Taxes	
27. Compute interest on savings.	Given a beginning deposit balance, a realistic annual rate of interest, and form with columnar headings for year, beginning balance, first quarter interest, second quarter interest, third quarter interest, fourth quarter interest, total interest, and ending balance, compute with 100% accuracy the interest compounded quarterly on the deposit for three years.
28. Prepare a savings plan.	Given class discussion on the need for and purpose of savings, prepare a written savings plan that identifies short- and long-term goals and plans (including specific amounts of savings required) to meet them, with plan rated acceptable according to instructor-provided guidelines.
29. Prepare forms 1040EZ and 1040A U.S. Individual Income Tax Returns.	Given information and case problems concerning income tax preparation, federal income tax forms 1040A and 1040EZ, and the appropriate tax tables, compute the tax liability by preparing the income tax forms legibly with 100% accuracy.

INFORMATION/WORD PROCESSING

Course Code: 6625

Suggested Grade Level: 11, 12

Prerequisites: Office Systems

Course Description:

Information/Word Processing is a one-year, single-period course designed to refine skills in word processing, machine transcription, and database management. Skills acquired in Office Systems will be expanded through integrated applications and simulations.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines and Computational Skills	
1. Use the touch method on a 10-key pad to perform basic math computations needed to complete financial documents.	Given access to a 10-key pad and information necessary to complete a variety of financial documents, perform the calculations with 100% accuracy, using the touch method.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Data Management	
2. Maintain personal financial records.	Given check records, checks, deposit slips, and a bank statement, prepare checks, maintain the check record, endorse checks, prepare deposit slips, and reconcile the bank statement, with checks and deposit slips legible and accurate, check endorsements appropriately signed and placed, and the bank reconciliation showing agreeing balances.
3. Prepare an individual income tax return.	Given a W-2 form, a 1040A form, necessary tax information, and tax instructions, prepare an individual tax return, with all information and calculations 100% accurate.
4. Prepare simple payroll records.	Given a payroll register on which payroll information for employees has been entered (regular earnings, overtime earnings, and all deductions), complete the extensions for each employee to determine take home pay and add all columns on the register with 100% accuracy.

INFORMATION/WORD PROCESSING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Prepare purchasing records.	Given the necessary data and forms, prepare requisitions, purchase orders, and invoices, with all information calculated and typewritten correctly and placed in the proper location on the forms.
6. Use available resources to explain electronic money and banking processes.	Given information from a textbook and class discussion, list orally or in writing at least one advantage for the bank and one advantage for the customer of home banking and electronic teller machines, with 100% accuracy.
Database Applications	
7. Create a database such as a mailing list or a filing system.	Given a database management system, create a database, such as a mailing list or a filing system, using correct operating procedures so that the database is usable.
8. Enter, retrieve, update, save, and print alphanumeric data.	Given access to a microcomputer, a printer, a database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data using correct operating procedures, with 100% accuracy of content.
9. Request information instructing the database program to search the database, acquire the data requested, and perform any calculations required.	Given access to a microcomputer and a database management system, request information, instructing the database management system to search the database, acquire the data requested, and perform any calculations required for viewing or printing the information in accurate form.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	

INFORMATION/WORD PROCESSING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Graphics Applications	
10. Load and apply a graphics program to an office task.	Given access to a graphics microcomputer or terminal, a program that will generate graphics, and appropriate reference manuals, load and apply the program to a typical office task using correct operating procedures.
Office Equipment, Media, and Supplies	
11. Change paper, ribbons, and elements or print wheels on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, change paper, ribbons, elements, or print wheels in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
12. Clean keys, elements, or print wheels, and remove dust and other particles from appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, clean keys, elements, or print wheels and remove dust and other particles from appropriate machines, demonstrating the proper functioning of the equipment after the changes.
13. Clean and make minor adjustments as directed on a photocopier.	Given information regarding methods and procedures for cleaning and adjusting a photocopier and access to equipment and supplies, clean and make minor adjustments to the equipment as directed, demonstrating the proper functioning of the equipment after the changes.
14. Identify the necessity for placing service calls for office equipment.	Given a list of malfunctioning equipment and the reason each item is not functioning properly, determine with 90% accuracy those items that require service calls.
15. Outline the procedures involved in selecting and acquiring office equipment, media, and supplies.	Given instruction and information regarding the selection and acquisition of office equipment, media, and supplies, outline or demonstrate with 100% accuracy the steps necessary to prepare the requisition or order so that (1) the items requisitioned or ordered correspond to the requests and (2) requisitions or orders are accurate as to supplies, quality, sales price, item description, and terms.

INFORMATION/WORD PROCESSING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Reprographics	
16. Prepare camera-ready copy for duplication, using manual methods and desktop publishing software.	(a) Given information on photocopying and a document to be altered for photocopying, alter, type, cut, paste, and copy the document, producing a photocopy that is usable. (b) Given access to a microcomputer, desktop publishing software systems, and appropriate instruction, produce high quality printed matter that meets acceptable business standards for one of the following items: report, company newsletter, brochure, manual, catalog, or directory.
Spreadsheet Operations	
17. Enter data and formulas at desired locations, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program disk, instruction, and appropriate reference manuals, enter data and formulas at desired locations on the spreadsheet with 100% accuracy using correct operating procedures.
18. Retrieve, update, save, and print data, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program, instruction, and appropriate reference materials, retrieve, update, save, and print data with 100% accuracy.
Telecommunications	
19. Demonstrate the use of (or explain in the absence of equipment) communications functions such as electronic mail and bulletin board.	Given instruction in the concept of electronic mail and a message to be disseminated to five persons, demonstrate (or explain in the absence of equipment) the use of the electronic mail function, following guidelines of the instructor with 100% accuracy and completing the dissemination of the message.
Word Processing Skills	
20. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and unpracticed copy material of high syllabic intensity, demonstrate speed and accuracy by keyboarding for five minutes at a speed of at least 50 words per minute with no more than three errors. (NOTE: Civil Service minimum is 40 words per minute with no more than three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)

INFORMATION/WORD PROCESSING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
21. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation.
	(b) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of manuscripts and reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, type the manuscripts/reports, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation.
	(c) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of multiple-column tabulations, including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position, including boxed-in format, on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
22. Detect and correct all typographical and spelling errors on all documents typed.	Given a textbook, dictionary, reference manual, proofreading symbols, correction materials and typed copy, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.
23. Transcribe recorded dictation of business correspondence, reports, and minutes.	Given access to a keyboard, a transcribing machine, and a tape or disk containing a report, minutes, or business correspondence, transcribe the documents using correct machine controls and meeting acceptable standards, with each document judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the correspondence/reports/minutes), and correct punctuation.

INFORMATION/WORD PROCESSING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
24. Handle and care for storage media, organize disks, name a document on disk, update a directory, and develop backup systems.	Given access to a microprocessor, a data disk, and a program disk, handle storage media, organize disks, label disks, initialize disks, name documents on disk, update directory, develop backup systems, and care for and handle disks without losing any material from the disk and without destroying the disk.
25. Use proper techniques to key in, retrieve, revise, spell check, and produce a document using a word processing system.	Given access to a microprocessor and guidelines, produce business correspondence or reports by performing functions to key in, revise (using insertion, deletion, block, search, and replace), spell check, and print. Documents will be judged acceptable according to correct placement on page, correct punctuation, lack of errors, and all revisions completed as directed.
26. Perform format changes on a word processing system, including line spacing, line alignment, typestyles, margin settings, page formats, headers, and footers.	Given access to a microprocessor and assignments such as letters, memoranda, manuscripts or reports that require two or more format changes, produce the documents by making change decisions that include line spacing, line alignment, type styles, line per inch, zone width adjustment, margin settings, tab settings, page formats, and headers and footers, with all documents complete and format changes made with 85% accuracy.
27. Set up columns of numbers and text in tabular format on a word processing system.	Given access to a microcomputer and a one-page table containing five columns with instructions to print the document five times revising columns that have previously been set up, set up columns of numbers and/or text in tabular format and print the document, move columns and print, delete columns and print, set up columnar headings that are centered above each column and print, and print the document with columns centered vertically and horizontally on a page, each document judged acceptable according to correct placement on the page and 100% accuracy of content.
28. Paginate a multipage document automatically.	Given access to a microprocessor and a two-page document, paginate the document automatically with 100% accuracy.

INFORMATION/WORD PROCESSING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
29. Complete a manuscript by using the following operations on a microprocessor: (a) saving file; (b) retrieving file; (c) printing, using proper codes for underscore, boldface, subscripts, superscripts; (d) delete a backup file; (e) rename file; (f) copy file; (g) reformat entire file; (h) create a new file; (i) combine with original.	Given access to a microprocessor and an unprepared manuscript, complete the manuscript with 100% accuracy by using the following operations: (a) save file; (b) retrieve file; (c) print, using proper codes for underscore, double-strike, boldface, subscripts, superscripts; (d) delete a back-up file; (e) rename file; (f) copy file; (g) reformat entire file; (h) create a new file; (i) combining with original file by reading information from one file to another.
30. Merge and print documents on a word processing system.	Given access to a microprocessor, three medium-length letters to prepare, and three addresses, set up a form/shell document (matrix) and a document with addresses, merging and printing the merged documents as well as a separate address list, completing all documents with 100% accuracy.

INTRODUCTION TO BUSINESS

Course Code: 6110

Suggested Grade Level: 9, 10

Prerequisites: None

Course Description:

Introduction to Business is a one-year, single-period course. It is a foundation for the occupational preparation programs in business education. Students interpret the activities of business and how business affects their lives. An opportunity is provided for students to gain knowledge of the national and international business systems as a part of the total economic environment; to become skillful in selecting and using goods and services available from business, industry, and government; and to develop competence in managing personal and business affairs.

COMPETENCIES	PERFORMANCE OBJECTIVES
Banking Services	
1. Identify services provided by banks.	Given information on banking services, identify with 80% accuracy five services provided by banks.
2. Prepare deposit slips.	Given three deposit slips, dates, amounts of currency and coins, and ABA numbers of checks, prepare the deposit slips with 100% accuracy.
3. Complete checkstubs and a check register.	Given five checkstubs and a check register, five transactions, and the beginning balance, complete the checkstubs and check register, with ending balance corresponding to the instructor's answer.
4. Write checks.	Given five check forms, a list of payees, and amount, date, and number of each check, write the checks, with four of the five check forms completed with 100% accuracy.
5. Select the proper endorsement.	Given information on endorsements and five endorsement situations, select the proper type of endorsement to be used in each, with four of the five endorsements properly selected according to an instructor-provided checklist.
6. Reconcile a checking account.	Given data on deposits made, checks written, outstanding checks, outstanding deposits, checkbook balance, bank statement balance, and reconciliation form, reconcile the checking account so that the adjusted checkbook balance equals the adjusted statement balance.

INTRODUCTION TO BUSINESS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
7. Complete savings deposit/withdrawal forms.	Given three savings deposit/withdrawal forms and necessary information, complete the forms with 100% accuracy.
8. Select the best method of payment.	Given information on various methods of payment and 10 cases concerning payments, select the best method of payment, with eight of the 10 correctly selected according to instructor-prepared guidelines.
Business Organizations	
9. Compare major types of business organizations.	Given information on business organizations and 15 statements about business organizations, compare the major types of business organizations with 80% accuracy by identifying the type of organization to which each statement pertains and categorizing each statement as an advantage or a disadvantage.
10. Identify roles played by stocks in business organizations.	Given an overview of stocks, identify with 80% accuracy on a written test the roles played by stocks in a business organization.
11. Extract information from the financial page of a newspaper.	Given information on stocks, financial terminology, and the financial page of a newspaper, answer with 80% accuracy on a written test questions related to stock listings, terminology, prices, market activity, and other reported facts.
Economic Systems	
12. Categorize goods and services as needs or wants and justify the classification.	Given a list of 10 goods and services, categorize each as fulfilling a need or want and justify each selection, with eight of 10 items correctly categorized and justified according to instructor-provided guidelines.
13. List the types of resources used in the manufacture of products.	Given information on economic resources and a product, list on a written test with 80% accuracy two examples each of natural, human, and capital resources that are required to manufacture the product.
14. Identify and categorize characteristics of major economic systems.	Given information on and 20 statements characterizing three major economic systems, identify with 80% accuracy each statement as characteristic of capitalism, communism, or socialism.

INTRODUCTION TO BUSINESS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
15. Identify the role of supply and demand in economic systems.	Given information on and five cases involving supply and demand, identify with 80% accuracy the role of supply and demand in each case by indicating their effect on prices.
16. Explain how the activities of an economic system can be measured.	Given necessary information, identify with 80% accuracy the devices for measuring the activities of an economic system.
17. Analyze price and product competition.	Given information on and five cases related to price and product competition, analyze each case and state with 80% accuracy whether the competition is price- or product-oriented.
18. List and define the primary goals of the free enterprise system.	Given necessary information, list and define with 80% accuracy the four primary goals of the free enterprise system.
Insurance	
19. Identify benefits of purchasing insurance.	Given information on and 10 statements about insurance, identify with 80% accuracy the statements that indicate benefits of purchasing insurance.
20. Identify coverages provided by various types of automobile insurance.	Given information on types of automobile insurance coverage and 10 case problems, identify the type of coverage that applies in each case, with eight of the selections correct, according to information provided in class.
21. Identify types of property coverage.	Given information on property coverage and 10 cases of financial loss to property, identify the types of property coverage by stating with 80% accuracy the minimum coverage required to cover each loss.
22. Identify types of life insurance.	Given information on and 10 case problems associated with life insurance, identify types of life insurance by selecting the appropriate type in each case, with eight of the selections correct, according to information provided in class.
23. Identify types of health insurance coverage.	Given an overview of health care insurance, identify types of health insurance coverage by completing an instructor-provided worksheet with 80% accuracy.

INTRODUCTION TO BUSINESS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
24. Identify types of insurance that provide for income security.	Given information on income security and a list of 10 types of insurance, select with 100% accuracy the six types that provide for income security.
Preparation and Use of a Budget	
25. Prepare and justify a budget.	Given the income and expenses of a person or family, prepare a budget and justify the items and the allocation for each item in the budget, with prepared budget and justification rated acceptable according to an instructor-provided checklist based on guidelines stated in class.
26. Record income and expenditures in a ledger.	Given a ledger sheet with proper headings and 10 income and expense transactions, record the income and expenditures on the ledger sheet with eight of the transactions recorded with 100% accuracy.
Preparation for Employment	
27. Explain labor force components.	Given an overview of the labor market, explain labor force components by categorizing correctly 16 out of 20 career choices by job cluster and industry group.
28. Gather and present information about various occupations.	Given necessary resources and specifications on format and content, gather and present information about a selected occupation, with report judged acceptable according to instructor-provided checklist based on the specifications provided.
29. Identify sources of employment information and describe services offered by each.	Given necessary resources, identify five sources of employment information and describe the services offered by each, with the activity rated acceptable according to an instructor-provided checklist based on the resources used.
30. Complete job application procedures.	Given necessary samples, forms, and materials, complete job application procedures by (a) writing a resume and letter of application, both judged acceptable according to a checklist based on samples provided, and (b) filling out a job application form according to instructions on the form.
31. Analyze employment interview.	Given a simulated interview setting and a role as either applicant or employer, analyze the completed interview by describing items that would have improved the interview, according to an instructor-provided checklist.

INTRODUCTION TO BUSINESS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Role of a Consumer	
32. Identify the basic rights and responsibilities of consumers.	Given an overview of the role of the consumer, identify four basic rights and four basic responsibilities of consumers with 90% accuracy on a written test.
33. Select the best buy among products or services.	Given five examples of a product or service information and criteria for judging, select the best buy and give reasons for the selection, with four of the five selections judged acceptable according to an instructor-provided checklist.
Taxes	
34. Identify types of taxes.	Given an overview of taxes, identify and define six types of taxes, with performance judged acceptable according to an instructor-provided checklist.
35. Compute sales taxes on products.	Given a state sales tax table or tax rate and the price of 10 products, compute the sales tax and total price of each product, with eight of the computations correct.
36. Complete a sample federal income tax return.	Given completed W-2 forms, a blank short return form, and the appropriate instruction booklet, complete a sample federal income tax return according to the instructions, with all figures entered with 100% accuracy.
Travel and Communication Services	
37. Select best modes of transportation.	Given information on transportation and case problems concerning transportation needs, select the best mode of transportation for each case, with eight of the 10 selections correct according to instructor-provided guidelines.
38. Plan a trip.	Given costs of accommodations, transportation, destination, and budget allowances, plan a trip to satisfy individual interests, with the plan meeting specifications provided and not exceeding the budget.
39. Demonstrate telephone skills.	Given a simulation requiring telephone use, demonstrate telephone skills by completing the assignment according to an instructor-provided checklist.

INTRODUCTION TO BUSINESS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
40. Write a business letter.	Given format and subject, write a business letter that is judged acceptable according to instructor's checklist based on specifications provided.
41. Explain the impact of computer use on individuals.	Given 10 examples of ways computers are used today, write a short statement about each explaining the impact of computer use on the individual, with eight of the 10 statements judged acceptable according to information given in class.
Use of Credit	
42. Compare the sources of consumer credit.	Given information on consumer credit and five cases involving the borrowing of money, compare the sources of consumer credit by selecting the proper lending agency to be used in each case, with four of the selections correct based on the characteristics of the lending agency chosen.
43. Complete a sample credit application.	Given a sample credit application form and information about the applicant, complete the application form with 100% accuracy, meeting the stated requirements of the organization issuing the credit application.
44. Compute monthly payments.	Given three loan amounts, the rate of interest and annual percentage rate for each, and the length of time of each loan, compute the monthly payments for each loan with 100% accuracy.

KEYBOARDING

Course Code: 6610

Suggested Grade Level: 6, 7, 8, 9, 10, 11, 12

Prerequisites: None

Course Description:

Keyboarding is a 9- , 12- , or 18-week , single-period course offered to all students. Emphasis is placed on the development of the skill of entering alphabetic, numeric, and symbol information on a keyboard. Students develop skill in keyboarding nontechnical information, such as databases and short reports, and in keyboarding technical information, including computer programs. The Keyboarding course also serves as the first semester of the Keyboarding Applications course.

COMPETENCIES	PERFORMANCE OBJECTIVES
1. Use correct fingers and techniques to key alphanumeric information.	Given access to a microcomputer or other equipment with a keyboard, use the correct fingers and techniques to key alphanumeric information, with all items on an instructor-provided technique checklist rated acceptable.
2. Use correct fingers and techniques to key numeric information on a 10-key numeric pad.	Given access to a microcomputer or other equipment with a 10-key numeric pad, use the correct fingers and techniques to key numeric information, with all items on an instructor-provided technique checklist rated acceptable.
3. Use touch techniques to keyboard information at a satisfactory rate.	Given access to a keyboard and straight-copy materials, keyboard using correct touch techniques at a minimum rate of 30 gross words per minute for three minutes with two errors or fewer per minute.
4. Edit text using proofreader's marks correctly.	Given examples of materials to be corrected, use appropriate proofreader's marks for 80% of the needed corrections.
5. Proofread so that any errors keyboarded are noted and corrected.	Given access to a microcomputer, screen output, and corresponding printed output containing a variety of common errors, note the errors on the printed output, correct the errors on the screen, and print revised copy with at least 90% of the errors corrected.
6. Use equipment and software capabilities to correct errors.	Given access to microcomputer equipment, word processing software, and copy to be corrected, prepare and print corrected copy free of errors.

KEYBOARDING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
7. Use correct procedures to save and retrieve information.	Given access to a microcomputer and two paragraphs of text to input, key the text for each paragraph, save each as a separate file, and retrieve each, printing hard copy from the paragraphs as they are retrieved, with all items on an instructor-provided checklist rated acceptable.
8. Use vocabulary related to keyboarding input and information retrieval.	Given information on commonly used keyboarding and computer terms, correctly match 80% of the terms with their definitions on a written test.
9. Keyboard nontechnical information.	Given access to keyboarding equipment and three examples of nontechnical information, such as a short listing, a vocabulary list, or a simple table, keyboard two of the three examples so that all lines are correct.
10. Keyboard technical information.	Given access to keyboarding equipment and three examples of technical material, including a 20-line alphanumeric listing, a 20-line BASIC program, and a 20-line COBOL program, keyboard two of the three examples so that all lines are correct.
11. Compose mailable text at the keyboard.	Given access to keyboarding equipment and questions to use as the basis for developing short paragraphs, compose acceptable paragraphs at the keyboard, with paragraphs judged acceptable if they contain complete sentences, are grammatically correct, are punctuated and capitalized correctly, and address the topics of the questions.
12. Prepare personal notes, letters, and reports through the use of word processing software.	Given access to keyboarding equipment and a situation requiring the preparation of a personal note, letter, or report, keyboard, edit, and print acceptable copy through the use of word processing software, with all items on an instructor-provided checklist rated acceptable.
13. Follow oral and written instructions.	Given access to keyboarding equipment and oral and written instructions involving at least 10 steps, follow the given instructions in preparing keyboarded material, with final copy showing all steps in the instructions have been followed. (This objective should be met at least once for oral instructions and at least once for written instructions.)

KEYBOARDING APPLICATIONS

Course Code:	6151
Suggested Grade Level:	9, 10
Prerequisites:	Keyboarding (recommended)

Course Description:

Keyboarding Applications is a one-year, single-period course offered to all students in which they develop touch keyboarding skills. Keyboarding Applications is a basic communications course with emphasis on the application of keyboarding skills to produce personal and business letters, outlines, manuscripts, and tabulated reports. Students who have completed a course in Keyboarding may test out and enter into the applications semester to develop document preparation skills. Keyboarding Applications is a required foundation course for the Administrative Systems program.

COMPETENCIES

PERFORMANCE OBJECTIVES

Keyboarding

Note: When offering the 36-week Keyboarding Applications course, refer to both the Keyboarding and Keyboarding Applications competencies and performance objectives.

If a student has taken Keyboarding, a school division may decide to pretest the student for direct entry into Keyboarding Applications. Satisfactory completion of all Keyboarding competencies is required before entrance into Keyboarding Applications.

Communication Skills

Include all competencies from Appendix A for instruction in communication skills.

Employability Skills and Leadership Development

Include all competencies from Appendix B for instruction in employability skills and leadership development.

KEYBOARDING APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Keyboard Mastery and Related Skills	
1. Identify machine parts.	Given access to a keyboard, identify and use the machine parts with 80% accuracy, either by locating machine parts as the instructor names them or by completing a written test.
2. Demonstrate keyboard proficiency.	Given access to a keyboard and supplies, keyboard straight copy at a minimum rate of 35 words per minute with no more than one error per minute for five minutes.
3. Demonstrate correct keyboarding techniques.	Given access to a keyboard, demonstrate correct machine techniques, including position at keyboard and keystroking procedures, with all items on an instructor-provided technique checklist rated acceptable.
4. Apply principles of machine operation and formatting.	Given information and demonstration, identify the principles of machine operation and formatting with regard to spacing, placement, styles, punctuation, capitalization, abbreviations, and word division with 80% accuracy on a written test.
Machine Application Skills	
5. Keyboard and format business letters.	Given access to a keyboard and rough-draft material, keyboard and format two short or one medium-length mailable letter within 50 minutes, with copy acceptably placed and all errors corrected.
6. Keyboard a three-column open table.	Given access to a keyboard and supplies, arrange and keyboard in correct format an open table with at least three columns of five items each, a main heading, and columnar headings, within 30 minutes and with information acceptably placed and all errors corrected.
7. Keyboard and format addresses on one small and one large envelope.	Given access to a keyboard and supplies, keyboard within 10 minutes addresses on one large and one small envelope in the format recommended by the postal department with no more than one error per envelope.
8. Keyboard and format a memorandum from rough-draft materials.	Given access to a keyboard and edited rough-draft material, keyboard and format two short or one medium-length memorandum, within 50 minutes and with all errors corrected.

KEYBOARDING APPLICATIONS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
9. Keyboard a manuscript with footnotes.	Given access to a keyboard and supplies, keyboard in correct format a two-page manuscript with footnotes, a title page, and a bibliography, with no more than 10 errors, including form and typographical errors, within 150 minutes.
10. Keyboard and format a short outline.	Given access to a keyboard and supplies, keyboard in correct format a 15-line outline with no more than three errors within 30 minutes.
Proofreading Skills	
11. Identify and correct proofreading errors in a paragraph.	Given a paragraph containing 10 proofreading errors, identify and correct at least eight of the errors.
12. Use proofreader's marks.	Given copy containing 10 errors, mark eight of the 10 errors with correct proofreader's marks.
Time and Resource Management	
13. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly workstation during 90% of the grading period.
14. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as shown by not requiring additional supplies and completing all assignments.
15. Practice preventive maintenance techniques, including careful operation of machines.	Given an outline for preventive maintenance of office equipment, maintain the equipment as outlined, with at least 30% of the items on an instructor-provided checklist rated acceptable.

LEGAL OFFICE PROCEDURES

Course Code: 6735

Suggested Grade Level: 12

Prerequisites: Secretarial Administration I

Course Description:

Legal Office Procedures is a one-year, double-period course that serves as a substitute for Secretarial Administration II. Emphasis is placed on the use of legal office procedures and legal terminology.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Database Applications	
1. Create a database such as a mailing list or a filing system.	Given a database management system, create a database, such as a mailing list or a filing system, using correct operating procedures so that the database is usable.
2. Enter, retrieve, update, save, and print alphanumeric data.	Given access to a microcomputer, a printer, a database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data using correct operating procedures, with 100% accuracy of content.
3. Request information instructing the database program to search the database, acquire the data requested, and perform any calculations required.	Given access to a microcomputer and a database management system, request information, instructing the database management system to search the database, acquire the data requested, and perform any calculations required for viewing or printing the information in accurate form.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	

LEGAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Financial Records Management	
4. Identify account situations that should be held in escrow.	Given five account situations involving good faith deposits, an executor of an estate, attorney retainer fees, and withholding of payment until repairs are made by landlord, identify with 100% accuracy those account situations that should be held in escrow.
General Clerical Skills	
5 File documents, using an alphanumeric filing system.	Given ten documents and ten file folders containing other documents, file the documents, using the alphanumeric method, with 100% accuracy.
6. File documents by subject.	Given ten documents and file folders containing other documents, file the documents by subject with 100% accuracy.
7. Maintain and use a tickler file.	Given five tasks, accurately maintain a tickler file that requires the performance of these tasks, according to instructor-provided guidelines.
8. Prepare records for new clients.	Given appropriate information and client record forms, prepare records for four new clients, with all information 100% accurate.
9. Update records for clients.	Given appropriate information and four client records, update records to reflect new information, with all information 100% accurate.
10. Maintain a forms file.	Given copies of legal documents such as court documents, client documents, form letters, and memoranda, accurately establish a forms file, with all items on an instructor-provided checklist rated acceptable.
11. Collect payments or send bills to clients.	Given information about legal services rendered for clients, collect payment from or send bill to the client, determining accurately and appropriately how the individual in the particular situation should be charged for legal services rendered, according to instructor-provided guidelines.
Legal Office Ethics	
12. Identify procedures for maintaining confidentiality of client information.	Given three simulated office situations, accurately respond so that client information remains confidential.

LEGAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
13. Identify procedures for professional handling of client complaints.	Given a simulated office situation in which a client is displeased with legal procedures, identify completely and accurately the procedures to handle the complaint according to instructor-provided guidelines.
Legal Terminology	
14. Use correct legal and Latin terms as they occur in written or oral work.	Given five class assignments--three written and two oral--of two minutes duration each, use legal and Latin terms in completing the assignments with no more than two errors in each written assignment and no more than one error in each oral assignment.
15. Prepare typewritten legal documents taken from office-style dictation that contains legal or Latin terminology.	Given office-style dictation that contains legal or Latin terminology, transcribe two mailable legal documents at a production rate acceptable for employment.
16. Edit and revise legal correspondence for accuracy of content, clarity of expression, and appropriateness of style.	Given three typewritten, rough-draft pieces of legal correspondence and appropriate source materials, edit and revise the correspondence for accuracy of content, clarity of expression, and appropriateness of style with final copy meeting the criteria for mailability.
Receptionist Activities	
17. Rearrange employer's (attorney's) calendar for appointment changes.	Given simulated calls requesting new appointments, correctly rearrange employer's (attorney's) calendar for five appointment changes with 100% accuracy.
18. Determine incoming calls that must be referred to attorney or supervisor.	Given five simulated incoming calls, determine those that can be handled by a secretary and those that must be referred to an attorney or supervisor according to guidelines established in class.
19. Prepare written telephone messages.	Given four simulated incoming calls, prepare written telephone messages for each one with 100% accuracy according to instructor-provided guidelines.
20. Identify organizations and individuals that would be included in the legal secretary's personal directory.	Given appropriate sources, identify organizations and individuals whose names, addresses, and telephone numbers are to be maintained in a personal directory, with entries matching those on instructor- or class-developed master list.

LEGAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
21. Prepare information needed by employer (attorney) for use during client conference.	Given attorney's requests, client information, and other legal documents, prepare information as needed during the employer's (attorney's) conference with the client with client records and required legal forms completed with 100% accuracy.
Spreadsheet Operations	
22. Enter data and formulas at desired locations, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program disk, instruction, and appropriate reference manuals, enter data and formulas at desired locations on the spreadsheet with 100% accuracy using correct operating procedures.
23. Retrieve, update, save, and print data, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program, instruction, and appropriate reference materials, retrieve, update, save, and print data with 100% accuracy.
Telecommunications	
24. Demonstrate the use of (or explain in the absence of equipment) communications functions such as electronic mail and bulletin board.	Given instruction in the concept of electronic mail and a message to be disseminated to five persons, demonstrate (or explain in the absence of equipment) the use of the electronic mail function, following guidelines of the instructor with 100% accuracy and completing the dissemination of the message.
Time and Resource Management	
25. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
26. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

LEGAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Word Processing Skills	
27. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment	Given access to a keyboard and unpracticed copy material of high syllabic intensity, demonstrate speed and accuracy by keyboarding for five minutes at a speed of at least 50 words per minute with no more thant three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
28. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation.
	(b) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of manuscripts and reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, type the manuscripts/reports, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation.
	(c) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of multiple-column tabulations, including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position, including boxed-in format, on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
29. Detect and correct all typographical and spelling errors on all documents typed.	Given a textbook, dictionary, reference manual, proofreading symbols, correction materials and typed copy, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.

LEGAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
30. Transcribe recorded dictation of business correspondence, reports, and minutes.	Given access to a keyboard, a transcribing machine, and a tape or disk containing a report, minutes, or business correspondence, transcribe the documents using correct machine controls and meeting acceptable standards, with each document judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the correspondence/reports/minutes), and correct punctuation.
31. Use proper techniques to key in, retrieve, revise, spell check, and produce a document using a word processing system.	Given access to a microprocessor and guidelines, produce business correspondence or reports by performing functions to key in, revise (using insertion, deletion, block, search, and replace), spell check, and print. Documents will be judged acceptable according to correct placement on page, correct punctuation, lack of errors, and all revisions completed as directed.
32. Keyboard legal instruments on appropriate forms.	Given appropriate information, access to a keyboard, forms, and legal format required, keyboard the following legal instruments with 100% accuracy and without visible corrections: (1) affidavit; (2) legal document containing an acknowledgment; (3) legal sales contract; (4) deed; (5) power of attorney; (6) will; (7) legal documents from specialized areas; (8) agreements; (9) complaints and summons; (10) interrogatories; (11) depositions; and (12) subpoenas.

MANAGEMENT INFORMATION SYSTEMS

Course Code:	6635
Suggested Grade Level:	11, 12
Prerequisites:	Keyboarding (18 weeks) Business Computer Applications OR Keyboarding Applications Information/Word Processing

Course Description:

Management Information Systems is a one-year, single-period course designed to develop telecommunication skills and to use integrated software, utilities, and operating systems. Students learn how to input, manipulate, interpret, analyze, and output data. Eleventh- and twelfth-grade students taking this course may participate in Cooperative Office Education.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines	
1. Use the touch method in operating a ten-key pad.	Given access to a microcomputer with a 10-key pad and data, key data on the 10-key pad, using the touch system, at a rate of at least 150 keystrokes per minute with no more than five uncorrected errors on a five-minute timing.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Information Processing	
2. Handle and care for storage media, organize disks, name a document on disk, update a directory, develop backup systems, and use DOS utilities.	(a) Given access to a microcomputer, program disks, and data disks, describe a procedure to be used for preventing unauthorized use of the computer equipment and diskettes, with procedure rated acceptable according to predetermined guidelines.

MANAGEMENT INFORMATION SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
2. Handle and care for storage media, organize disks, name a document on disk, update a directory, develop backup systems, and use DOS utilities (continued).	(b) Given access to a microcomputer, a program disk containing stored data, and a blank disk, make a backup of the program disk on the blank disk with the new disk containing a duplicate directory of the program disk.
	(c) Given access to microcomputer and a program disk containing stored data, name a file and update the directory by saving this file according to the instructor's checklist.
	(d) Given information and a list of commonly used DOS commands, describe their functions orally or in writing with 100% accuracy.
3. Demonstrate correct keyboarding techniques.	Given access to an electric typewriter or microcomputer and copy material of average syllabic intensity, keyboard alphabetic and numeric keys using the touch method, striking the keys at a rate of at least 30 words per minute with no more than three errors on a five-minute timing.
4. Operate hardware system(s).	(a) Given access to a microcomputer and appropriate reference manuals, demonstrate proper handling and care of hardware and software and computer operations, including operating printer, powering up, loading, and powering down, in accordance with the manufacturer's instructions.
	(b) Given a diskette and access to compatible hardware, perform the necessary diskette handling tasks, including copying, formatting, updating, and transferring with 100% accuracy.
	(c) Given a list of common input/output devices and a list of functions of the devices, match the items with 100% accuracy.
5. Solve problems resulting from computer hardware and software failures.	(a) Given a malfunctioning data device, identify and correct the malfunction or arrange for repair by contacting appropriate service representative.
	(b) Given a malfunctioning software program, identify and correct the problem or arrange for correction by contacting appropriate software support representative.

MANAGEMENT INFORMATION SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
6. Use commercial software to demonstrate "user friendly" features.	Given a commercial software package, access to a microcomputer, and appropriate reference manuals, load and demonstrate the ability to use the program to successful completion.
7. Describe how computers can be networked to process business information.	Given information and two examples of local area networks, explain orally or in writing how to network microcomputers to a minicomputer and/or mainframe in order to share business information, with explanation agreeing with information supplied by an instructor's checklist.
8. Select and use an electronic scheduling system.	Given information on electronic scheduling systems, access to a microcomputer, and appropriate reference manuals, select and use an electronic scheduling program to schedule a simulated office schedule for one week, including a conference with at least two other people, a business luncheon, a staff meeting, and time to work on a project due at the end of the week.
9. Describe the advantages, capabilities, and limitations of integrated software.	Given information on integrated software from textbooks, computer magazines, and other resource materials, describe orally or in writing five advantages, five capabilities, and five limitations of integrated software.
10. Identify applications that are appropriate for integrated software.	Given information on the capabilities of an integrated software package, identify ten applications that are appropriate for integrated software, with applications judged acceptable according to predetermined guidelines.
11. Evaluate, select, and use integrated software (word processing, database, spreadsheet, and graphics) to solve business problems.	Given information from software reviews on integrated software, select an appropriate integrated software program to be used in a small business environment (maximum of 25 employees, gross profits of $2.5 million, two stores in Virginia), with applications judged acceptable by predetermined guidelines.
12. Connect a lap-top to an appropriate microcomputer, transfer stored data to the microcomputer memory, and make an accurate disk copy.	Given access to a microcomputer, a lap-top computer, program disk for the lap-top, and formatted disk for the microcomputer, connect computers, load the program into the lap-top, transfer stored data to the microcomputer memory, and make an accurate disk copy of the stored data.

MANAGEMENT INFORMATION SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
13. Use a desktop publishing software to produce business reports.	Given a desktop publishing software program, access to a microcomputer, and appropriate instruction, produce high quality printed matter for such items as reports, company newsletters, brochures, manuals, catalogs, or directories so that they meet acceptable business standards.
14. Identify flowchart symbols.	Given information on flowchart symbols and a detailed program flowchart, identify each flowchart symbol and describe its function with 100% accuracy.
15. Develop a flowchart for a simple information processing application.	Given the job specifications for a business situation requiring the writing of a computer program, I/O record layouts, flowcharting sheets, and a flow-charting template, develop a flowchart showing the general logic sequence so that the flowchart (1) reflects an analysis of the problem, (2) contains sufficient labeling to be readable, and (3) uses standard flowcharting symbols.
16. Key and run a BASIC program.	(a) Given a flowchart developed for a specific business situation, a blank disk, and access to a microcomputer, write and run a program following the flowchart directions and producing a program that will provide the solution for the problem. (NOTE: For use with students from Administrative Systems program option.) (b) Given a simple mathematical problem, a blank disk, and access to a microcomputer, develop a simple program to solve the problem accurately, debug the program by identifying syntax and execution errors, and store the complete program on the blank disk. (NOTE: For use with students from Information Systems program option.)
17. Evaluate software to determine which programs may be copied.	Given documentation to 10 software programs and information on copyright laws, determine and list which programs may be copied; how many copies can be made if it is allowed; and which programs may allow a backup only, with list accurate according to the instructor's checklist.

MANAGEMENT INFORMATION SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
18. Explain cases where breach of confidentiality can be harmful.	Given class discussion and five examples of breach of confidentiality of information stored in computer data storage systems, explain and illustrate with complete accuracy at least one type of damage that an individual might suffer from each of the five examples.
Records Management	
19. Analyze and perform filing functions manually and electronically.	(a) Given 25 documents to be filed in each of the following categories: alphabetic, numerical, subject, and geographical, file the documents in the files alphabetically, numerically, by subject, or geographically in individual folders with no more than three errors and using correct operating procedures.
20. Maintain a directory of documents for quick retrieval.	Given a request for a copy of a document contained within the database management system, access to a microcomputer, a database management program, and appropriate reference manuals, obtain the document, secure the copy, return the document to the file, and deliver the copy to the instructor according to predetermined guidelines.
21. Compare and select the appropriate filing system equipment and supplies for a business application.	Given information covering the uses of filing equipment (folders, vertical, lateral, labels, guides, rotary); mechanical storage and retrieval; procedures for maintaining/disposing of records; follow-up systems; and the use of micrographics, microforms, microfiche, ultrafiche, and electronic filing systems, demonstrate ability to select appropriate equipment and supplies by scoring 90% on a 50-question test.
Telecommunications	
22. Use proper telephone techniques to answer an incoming call.	Given information on telephone techniques and a simulated incoming call, respond to the telephone meeting the following criteria: (a) answering within two rings; (b) identifying the organization or firm by name; (c) identifying self by name; (d) using proper telephone voice and rules of courtesy, with all items on an instructor-provided checklist rated acceptable.

MANAGEMENT INFORMATION SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
23. Record telephone messages.	Given a simulated telephone conversation, record the message, handwritten or typewritten, with 100% accuracy, including the following information: (a) caller's name/title; (b) date of call; (c) time of call; (d) message; (e) caller's number; (f) and name of person taking message.
24. Transfer incoming calls to another office, department, or building.	Given information on telephone techniques and a simulated incoming call that must be transferred, respond to the call meeting the following criteria: (a) answering within two rings; (b) identifying the organization or firm by name; (c) identifying self by name; (d) using proper telephone voice and rules of courtesy; (e) explaining the need for transfer; (f) giving the name/department/number to which the call is being transferred; and (g) completing the transfer, with all items on an instructor-provided checklist rated acceptable.
25. Verbally outline the procedure for screening incoming calls.	Given a simulated incoming call and guidelines regarding the screening of calls, verbally outline the procedure for screening an incoming call, with all items on an instructor checklist rated acceptable.
26. Develop a business telephone directory with appropriate customer names, addresses, and other needed information.	Given access to a microcomputer, appropriate software, and appropriate reference manuals, develop a business telephone directory with customer names, addresses, and other needed information on a database system with 100% accuracy according to guidelines provided.
27. Arrange a conference call.	Given information on conference calls and a conference call situation, outline the procedure for arranging the conference call with complete accuracy according to requirements of the local telephone company.
28. Identify available communication systems and services.	Given instruction and information on current communication systems and services used in business, identify in writing five systems and services with 95% accuracy.
29. Demonstrate the use of electronic mail.	Given instruction in the concept of electronic mail and a message to be disseminated to five persons, demonstrate (or explain in the absence of equipment) the use of the electronic mail function, following the guidelines of the instructor with 100% accuracy and disseminating the message accurately.

MANAGEMENT INFORMATION SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
30. Access a public database and retrieve needed information.	Given instruction in the concept and use of a database and access to a microcomputer, telephone modem, and public database, access a public database to gain information specified by the instructor, providing a 100% accurate record of the information.
31. Load or access an electronic communications program and transmit data.	Given access to a microcomputer, an electronic communications program, and appropriate reference manuals, load or access the program and transmit data with 100% accuracy, using correct operating procedures.
32. Access, store, and retrieve data from a remote computer system.	Given access to a microcomputer, an electronic communications program, and appropriate reference manuals, access a remote computer system, store data in source, and retrieve data from source with 100% accuracy.
Time and Resource Management	
33. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station during 90% of the grading period, with all items on checklist rated acceptable.
34. Demonstrate cost-effective use of resource materials through effective utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in the most effective manner with minimum waste as shown by not requiring additional supplies and completing all assignments.

MEDICAL OFFICE PROCEDURES

Course Code: 6730

Suggested Grade Level: 12

Prerequisites: Secretarial Administration I

Course Description:

Medical Office Procedures is a one-year, double-period course that serves as a substitute for Secretarial Administration II. Emphasis is placed on the use of medical office procedures and medical terminology.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Database Applications	
1. Create a database such as a mailing list or a filing system.	Given a database management system, create a database, such as a mailing list or a filing system, using correct operating procedures so that the database is usable.
2. Enter, retrieve, update, save, and print alphanumeric data.	Given access to a microcomputer, a printer, a database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data using correct operating procedures, with 100% accuracy of content.
3. Request information instructing the database program to search the database, acquire the data requested, and perform any calculations required.	Given access to a microcomputer and a database management system, request information, instructing the database management system to search the database, acquire the data requested, and perform any calculations required for viewing or printing the information in accurate form.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
General Clerical Skills	
4. File documents numerically.	Given five documents and file folders containing at least twenty other documents, correctly file the five documents, using the numeric method, with 100% accuracy.

MEDICAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Process contents of incoming mail, such as checks, patient histories, insurance forms, medical journals, letters, x-rays, lab reports, and medicine samples.	Given 10 pieces of incoming mail, including checks, patient histories, insurance forms, medical journals, letters, x-rays, lab reports, and medicine samples, open, stamp, sort, and distribute the contents, with all items on an instructor-provided checklist rated acceptable.
6. Prepare specialized mail, determining appropriate classifications and fees.	Given five pieces of specialized mail, a postage scale, and a U.S. Postal Manual, determine appropriate classification and postage for each and prepare for mailing, with all numerical information and calculations 100% accurate.
7. Collect payments from or send bills to patients and other physicians or their family members.	Given information about treatment provided for other physicians or their family members, collect payment from or send bill to the patient/physician, determining accurately and appropriately how the individual in the particular situation should be charged for medical services rendered, according to instructor-provided guidelines.
Insurance Forms	
8. Complete a Blue Shield claim form.	Given access to a keyboard, a Blue Shield form, and patient information, keyboard required information on the form, with all items properly aligned, neatly corrected, and accurate.
9. Complete a claim form for a private health insurance carrier.	Given access to a keyboard, a universal health insurance claim form, and patient information, keyboard required information on the private health insurance form with all items properly aligned, neatly corrected, and accurate.
10. Complete a Medicare claim form.	Given access to a keyboard, a Medicare form, and patient information, keyboard required information on the Medicare form, with all items properly aligned, neatly corrected, and accurate.
11. Complete a Worker's Compensation claim form.	Given access to a keyboard, a Worker's Compensation form, and patient information, keyboard required information on the form, with all items properly aligned, neatly corrected, and accurate.

MEDICAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Medical Office Ethics	
12. Exhibit interpersonal skills required for interaction with patients.	Given three simulated office situations, exhibit interpersonal skills (patience, sympathy, tact, and empathy) toward patients, with all items on an instructor-provided checklist rated acceptable.
13. Identify procedures for maintaining confidentiality of patient information.	Given three simulated requests for information, respond accurately so that patient information remains confidential.
14. Identify procedures for professional handling of patient complaints.	Given a simulation involving a patient who is displeased with medical procedures, identify completely and accurately the procedures to handle the complaint, according to instructor-provided guidelines.
15. Identify activities that might be viewed as inappropriate advertisement of physician's services.	Given a simulated office situation, identify activities that might be construed as inappropriate advertising of physician's services, according to instructor-provided guidelines.
16. Notify physician of any patient who is under treatment by another physician for the same condition.	Given two simulated office situations, notify physician upon learning that a patient is under treatment by another physician for the same condition, using procedures identified in class as professionally acceptable and appropriate.
17. Describe preventive measures that should be taken by medical office personnel to avoid malpractice suits.	Given three simulated office situations, identify inappropriate procedures followed and describe accurately and completely the preventive measures that should be taken in each situation to avoid the possibility of malpractice suits.
Medical Terminology	
18. Define medical prefixes, suffixes, root words, and combined forms.	Given 50 medical prefixes, suffixes, root words, or combined forms, define at least 90% of the items accurately.
19. Translate definitions into medical prefixes, suffixes, root words, and combined forms.	Given 50 definitions, translate them into medical prefixes, suffixes, root words, or combined forms, with at least 90% of the items translated accurately.
20. Build medical terms from definitions.	Given 50 definitions, build 50 medical terms with 90% accuracy.

MEDICAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
21. Spell and define medical terms.	Given 50 medical terms from oral dictation, spell the terms and supply their definitions, with 90% of the terms spelled and defined correctly.
22. Supply medical terms for frequently used abbreviations.	Given 30 frequently used medical abbreviations, supply the accurate medical terms for 95% of the abbreviations.
23. Supply abbreviations for frequently used medical terms.	Given 30 frequently used medical terms, supply the accurate medical abbreviations for 95% of the terms.
24. Transcribe recorded medical records.	Given access to transcribing equipment and recorded media, transcribe two medical records with all errors neatly corrected.
Receptionist Activities	
25. Select appropriate procedures for handling medical emergencies.	Given three simulated medical emergency situations, select appropriate procedures for handling these emergencies, with all items on an instructor-provided checklist rated acceptable.
26. Complete a patient information record.	Given access to a typewriter and patient information, verify the information and typewrite it onto patient record, with all items aligned, neatly corrected, and accurate.
27. Determine incoming calls that must immediately be referred to the physician.	Given five simulated incoming calls, correctly determine which calls are from other physicians and refer them to the physician for immediate attention, according to guidelines established in class.
28. Prepare written telephone messages.	Given four simulated incoming phone calls, prepare written telephone messages for each one with 100% accuracy according to instructor-provided guidelines.
29. Maintain an appointment book.	Given an appointment book, physician's office hours, and information about appointments to be scheduled, accurately schedule and record five appointments and two cancellations.

MEDICAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Spreadsheet Operations	
30. Enter data and formulas at desired locations, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program disk, instruction, and appropriate reference manuals, enter data and formulas at desired locations on the spreadsheet with 100% accuracy, using correct operating procedures.
31. Retrieve, update, save, and print data, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program, instruction, and appropriate reference materials, retrieve, update, save, and print data with 100% accuracy.
Telecommunications	
32. Demonstrate the use of (or explain in the absence of equipment) communications functions such as electronic mail and bulletin board.	Given instruction in the concept of electronic mail and a message to be disseminated to five persons, demonstrate (or explain in the absence of equipment) the use of the electronic mail function, following guidelines of the instructor with 100% accuracy and completing the dissemination of the message.
Time and Resource Management	
33. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
34. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.
Word Processing Skills	
35. Keyboard information on medical records.	Given access to a keyboard and appropriate source documents and medical record forms such as invoices, insurance claim forms, laboratory report forms, requisitions for supplies, and patient introduction slips, accurately keyboard three medical forms, with all items properly aligned and neatly corrected and all items on an instructor-provided checklist rated acceptable.

MEDICAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
36. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and unpracticed copy material of high syllabic intensity, demonstrate speed and accuracy by keyboarding for five minutes at a speed of at least 50 words per minute with no more than three errors. (NOTE: Civil Service minimum is 40 words per minute with no more than three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
37. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation. (b) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of manuscripts and reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, type the manuscripts/reports, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation. (c) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of multiple-column tabulations, including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position, including boxed-in format, on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
38. Detect and correct all typographical and spelling errors on all documents typed.	Given a textbook, dictionary, reference manual, proofreading symbols, correction materials and typed copy, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.

MEDICAL OFFICE PROCEDURES (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
39. Transcribe recorded dictation of business correspondence, reports, and minutes.	Given access to a keyboard, a transcribing machine, and a tape or disk containing a report, minutes, or business correspondence, transcribe the documents using correct machine controls and meeting acceptable standards, with each document judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the correspondence/reports/minutes), and correct punctuation.
40. Use proper techniques to key in, retrieve, revise, spell check, and produce a document using a word processing system.	Given access to a microprocessor and guidelines, produce business correspondence or reports by performing functions to key in, revise (using insertion, deletion, block, search, and replace), spell check, and print. Documents will be judged acceptable according to correct placement on page, correct punctuation, lack of errors, and all revisions completed as directed.

OFFICE ASSISTANT

Course Code: 6750

Suggested Grade Level: 12

Prerequisites: None

Course Description:

Office Assistant is a one-year, double-period, intensified program designed for seniors identified as needing marketable office skills. Students acquire competencies necessary for entry-level jobs that require minimum skills.

COMPETENCIES	PERFORMANCE OBJECTIVES
Business and Financial Records	
1. Prepare deposit records.	Given a blank deposit ticket, a check register, and simulated checks, coins, and currency, endorse the checks for deposit, enter the check amounts, count and enter the cash and currency, total the deposit ticket, and record the deposit in the check register, with all computations and entries 100% accurate.
2. Write checks and make entries in the check register.	Given a supply of blank checks, a check register and an assignment to write at least five checks for specified payments, write the checks and make the appropriate entries in the check register, including the computation of the account balance, with all checks correctly written, entries in the check register correctly recorded, and all computations 100% accurate.
3. Prepare a bank reconciliation.	Given information pertaining to a bank reconciliation, including name of company, date, bank balance, outstanding checks, service charges, and deposits in transit, prepare the bank reconciliation with agreeing balances.
4. Prepare a payroll register.	Given the gross earnings of 20 employees, the allowances for each, voluntary deductions for each, a payroll register, and tax tables for Virginia and federal withholding taxes, calculate the entries for the payroll register, including net pay for each employee, and foot and prove the totals of the register with 100% accuracy and with all information legible.

OFFICE ASSISTANT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Prepare sales slips.	Given blank sales slips and information concerning dates, customer names, quantities, descriptions of items, and unit prices of merchandise sold, prepare the sales slips, with all items entered on the sales slips correct.
6. Prepare purchase orders and invoices.	Given blank purchase orders and data on the purchase of merchandise, including supplier and customer names, dates of purchase, purchase order and invoice numbers, terms, quantities, stock numbers, customer order numbers, descriptions of items, and unit prices, prepare the purchase orders and invoices, with all items entered on the purchase orders and invoices complete and accurate.
Calculating	
7. Convert fractions to decimals.	Given instruction in converting a proper fraction to a decimal number, convert fractions to decimals by solving correctly eight of 10 problems on a written test.
8. Round numbers to designated decimal places.	Given information on rounding numbers, including rounding numbers with three or four decimals to numbers with two decimals, round numbers to designated decimal places by solving correctly eight of 10 problems on a written test.
9. Solve addition, subtraction, multiplication, and division problems, using a 10-key calculator.	Given instruction in basic mathematics functions and a 10-key calculator, solve basic problems involving addition, subtraction, multiplication, and division with 80% accuracy, using the touch method of calculator operation.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	

OFFICE ASSISTANT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
10. Keyboard numbers, letters, and symbols.	Given an electronic typewriter or microcomputer and instruction on keyboarding, keyboard numbers, letters, and symbols, using proper fingering and proper touch techniques and following instructor-guidelines consistently.
11. Keyboard straight copy at a minimum rate and with an acceptable error tolerance.	Given a keyboard and unfamiliar copy of average syllabic intensity, keyboard with a minimum speed of 40 words per minute, with no more than one error per minute on a five-minute timed writing.
12. Keyboard and format letters, memos, and envelopes.	Given keyboarding equipment and unarranged copy of letters, addresses, and memoranda; keyboard and format the letters, memoranda, and envelope addresses with each item judged mailable based on correct placement on the page, acceptable corrections, and correct punctuation.
13. Keyboard and format manuscripts/reports.	Given keyboarding equipment and unarranged copy of manuscripts/reports, including agendas, minutes, press releases, and messages; keyboard and format the manuscripts/reports, with each item judged mailable based on correct placement on the page, acceptable corrections, and correct punctuation.
14. Use centering and tabulation techniques to produce tables.	Given keyboarding equipment and unfamiliar, unarranged copy of announcements and one- to five-column tabulations, including main, secondary, and columnar headings; center the announcements and the tabulations in reading position, exact center position, including boxed-in format, on full- and half-sheet paper and on unusual size paper, with 100% accuracy in formatting and keyboarding.
15. Respond to editing symbols on rough draft material.	Given a keyboard, handwritten, rough draft documents, and typed straight copy; respond to editing symbols on rough draft material by keying and formatting corrected copy with no more than one uncorrected error per page.
16. Keyboard and format preprinted forms.	Given keyboarding equipment and blank forms such as invoices, purchase requisitions, telegrams, and telephone messages; keyboard and format the forms with 100% accuracy in keyboarding and formatting.

OFFICE ASSISTANT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
17. Transcribe letters and reports using dictating equipment.	Given an electronic typewriter or a word processor, a transcribing machine, and a tape or disk containing two letters and a manuscript/report; transcribe the letters and manuscript/report and type envelopes at a minimum rate of 35 words per minute, with letters and manuscript/report meeting instructor-provided acceptable standards.
18. Perform microcomputer functions.	Given a microprocessor, appropriate software and documentation, and an assignment to key in, store, retrieve, and print four letters or short reports; perform the functions necessary to produce the five documents in mailable form within 45 minutes.
19. Create, revise, spell check, and produce a document.	Given a microprocessor, appropriate software and documentation, and the necessity to create a document of 150 words in length with changes to be made; create, revise, spell check, and produce a document in mailable form within 20 minutes.
Mailing Services	
20. Process incoming and outgoing mail.	Given a packet of ten pieces of incoming mail and ten pieces of outgoing mail, date, sort, route, and use the mail machine (if available) to process those items with 90% accuracy.
21. Select appropriate mailing method.	Given items needing special processing to mail, such as a registered letter with return receipt requested, a report that must reach its destination the next day, and 1,200 advertising fliers; select the appropriate method for sending the items and explain method to the instructor and the class with complete accuracy.
Receptionist Activities	
22. Register and screen callers.	Given role-play situations involving callers and other visitors to the office, register and screen callers, give appropriate information, route callers, and take messages, with all items on an instructor-provided checklist rated acceptable.

OFFICE ASSISTANT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
23. Maintain office equipment.	Given information regarding methods and procedures for maintaining office equipment (a calculator, typewriter, copier, or microcomputer), supplies, and instructions; perform routine maintenance, change the ribbon and/or replace the paper, clean parts, determine malfunction, and/or call for maintenance, with performance acceptable if equipment functions properly after maintenance is completed.
Records and Data Management	
24. File documents alphabetically.	Given 20 documents to be filed alphabetically, file the documents with no more than three documents misfiled.
25. Index, code, sort, and file documents alphabetically.	Given 20 pieces of correspondence, a file (or simulated files) with guides and folders, and instructions to apply the basic alphabetic and chronological rules; index, code, sort, and file the pieces with 90% accuracy.
26. File documents numerically.	Given 20 documents to be filed numerically, file documents with no more than three documents misfiled.
27. Develop an electronic filing system (database).	Given a microcomputer, a database management software program, and reference manuals; develop a mailing list or other filing system, using correct operating procedures according to instructor-provided guidelines and documentation.
28. Retrieve documents and data from files.	Given documents in a file and 10 requests for information from the files, retrieve and review the necessary documents and write the requested information on a response sheet, with nine of the 10 requests correct.

OFFICE SERVICES I

Course Code: 6740

Suggested Grade Level: 9, 10, 11

Prerequisites: None

Course Description:

Office Services I is a one-year, double-period course. Emphasis is placed on the development of communication, computation, and employability skills. Students are taught keyboarding, formatting, records management, and recording/playback operations of dictation/transcription equipment. Computer-assisted instruction should be an integral part of the course.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Computational Skills Review	
1. Read and write whole numbers of three or more digits.	Given dictation of varied-digit numbers, write correctly 80% of the numbers.
2. Round off whole numbers, decimals, dollars, and cents.	Given information on rounding off whole numbers to the nearest ten, hundred, and thousand; decimals to the nearest tenth, hundredth, and thousandth; dollars and cents to the nearest hundred dollars, ten dollars, dollar, ten cents, and cent; round off correctly 80% of the numbers given on an instructor-provided test.
3. Estimate answers within a reasonable range of the correct answer.	Given information on addition, subtraction, multiplication, and division involving whole numbers or dollar amounts and problems, estimate the answers to each problem, then work the problems, with 80% of the estimates within the reasonable range established in class.
4. Add whole numbers and decimals.	Given instruction in adding whole numbers and decimals and problems (some requiring subtotals), add whole numbers and decimals with complete accuracy for 80% of the problems.

OFFICE SERVICES I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Subtract whole numbers and decimals.	Given instruction in subtracting whole numbers and decimals and problems (some requiring credit balance answers), subtract whole numbers and decimals with complete accuracy for 80% of the problems.
6. Multiply whole numbers and decimals.	Given instruction in multiplying whole numbers, decimals, and percents and problems, multiply whole numbers and decimals with complete accuracy for 80% of the problems.
7. Divide whole numbers and decimals.	Given instruction in dividing whole numbers and decimals and problems, divide whole numbers and decimals with quotients accurate for 80% of the problems.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Keyboarding and Formatting	
8. Use correct fingers and techniques to key alphanumeric information.	Given access to equipment with an alphanumeric keyboard and data to key, demonstrate correct fingering (touch keying) on four announced or unannounced observations, with a satisfactory rating on an observation checklist for each observation.
9. Use correct fingers and techniques to key numeric information.	Given access to 10-key equipment and numeric data to key, demonstrate correct fingering (touch keying) on four announced or unannounced observations, with a satisfactory rating on an observation checklist for each observation.
10. Key information at a satisfactory rate.	Given access to equipment and straight-copy materials, key information at a minimum rate of 35 words per minute with no more than two errors per minute on a three-minute timing.
11. Edit (proofread) text using proofreader's marks correctly.	Given information on editing and proofreader's marks and materials to be corrected, use appropriate proofreader's marks for 80% of the needed corrections.

OFFICE SERVICES I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
12. Proofread and produce corrected copy.	Given access to equipment and screen output or typewritten material, proofread for errors on the printed material, correct the errors, and print revised copy with 90% of the errors corrected.
13. Demonstrate a knowledge of basic principles of spacing, placement, punctuation, and capitalization.	Given information on spacing, placement, punctuation, and capitalization, identify the principles of formatting for spacing, placement, punctuation, and capitalization with 80% accuracy on a written test.
14. Typewrite mailable business letters.	Given access to equipment, copies of two arranged business letters of approximately 100 words each, and required supplies, typewrite two mailable letters according to guidelines provided by the instructor.
Office Machines Operation	
15. Operate a calculator to solve problems.	Given access to a calculator and problems of addition (some requiring subtotals), subtraction (some requiring credit balances) multiplication (some requiring the use of decimals and percents), division (some with decimals), use the calculator to solve correctly 80% of the problems given.
16. Operate a dictating/transcribing machine to record, playback and transcribe teacher-and self-dictation.	Given access to equipment and teacher- or self-dictation, operate machine to record, playback, and transcribe information according to instructor-provided guidelines.
17. Operate microcomputer to run software.	Given access to a microcomputer and a CAI program such as mathematics, language drill, or other tutorial programs, turn on the computer, boot up, and operate the computer program so that the selected program runs.
18. Use microcomputer equipment and word processing software.	Given access to a microcomputer and a simple word processing program, create, store, retrieve, edit (proofread and correct), and print a hard copy according to instructor-provided guidelines.
Records Management	
19. Index, code, sort, and file alphabetically.	Given 25 names, including individual and company names, index, code, sort, and file the names alphabetically with no more than three names misfiled.

OFFICE SERVICES II

Course Code: 6741

Suggested Grade Level: 10, 11

Prerequisites: Office Services I

Course Description:

Office Services II is a one-year, single-period course with Cooperative Office Education (COE) or a double-period course without COE. Development of communication and employability skills is continued. Additional units of instruction include keyboarding/formatting, records, and data management. Machine transcription and information processing are introduced.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Computational Skills Review	
1. Operate a calculator to solve problems.	Given access to a calculator and problems of addition, subtraction, multiplication (some requiring the use of decimals, percents), division (some with decimals), compute the answers using the touch method of keying, with 90% of the problems solved correctly.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Information Processing	
2. Keyboard straight copy at a satisfactory rate and with an error tolerance acceptable for employment.	Given access to keyboard equipment and straight-copy material, key at a speed of 40 words per minute with no more than three errors within a time limit given by the instructor.

OFFICE SERVICES II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
3. Produce mailable business letters and envelopes.	Given access to keyboarding equipment and unarranged business letters of average length, envelopes, correction media, and format instructions, type the letters and envelopes in mailable form, with mailability to be judged on conformance with designated format, acceptable placement on the page, and acceptable corrections (not noticeable or a detraction from the letter).
4. Produce mailable interoffice memoranda from rough drafts.	Given access to keyboarding equipment, rough drafts of memoranda that have been edited, and format instructions, type the memoranda in mailable form according to instructor-provided guidelines.
5. Typewrite routine information on short preprinted forms.	Given access to a typewriter, blank preprinted business forms that require typewriting on lines, in boxes, after guide words, or in columns, and information for completing forms, type the information on the preprinted forms, with all applicable information typed on the forms in the appropriate spaces, copy aligned, and errors neatly corrected.
6. Typewrite simple tables.	Given access to keyboarding equipment, and arranged and unarranged information, produce usable copy in tabular form, with tables including at least three columns, columnar headings, and at least five items per column.
7. Transcribe average-length correspondence from recorded media.	Given transcription instruction, access to equipment, and dictated media with punctuation and paragraphs indicated, produce useable documents conforming to instructor-provided guidelines.
8. Use a microcomputer and word processing software to produce useable documents.	Given access to a microcomputer, word processing software, and rough draft business documents, perform the necessary functions (keying, storing, retrieving, revising, printing) to produce useable documents in accordance with instructor-provided guidelines.
9. Use a database management program.	(a) Given access to equipment and a simple, familiar database management program, an existing file, and new records to be added, add the new records without error and terminate the operation.

OFFICE SERVICES II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
9. Use a database management program (continued).	(b) Given access to equipment, a simple, familiar database management program, a disk on which incorrect data has been recorded, the locations of the errors, and the corrections to be made, correct all errors and terminate the operation. (c) Given access to equipment, a simple, familiar database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data, using correct operating procedures according to instructor-provided guidelines. (d) Given access to equipment, a simple, familiar database management program, and appropriate reference manuals, apply the program to a typical task, such as a mailing list or filing system, using correct procedures according to instructor-provided guidelines.
Recordkeeping	
10. Reconcile a bank account balance.	Given a bank statement, canceled checks (some outstanding), and a check register, reconcile the bank statement with 100% accuracy.
11. Identify the purpose and use of business forms and documents.	Given class discussion and real or simulated business forms and documents or questions on forms and documents such as promissory note, bank draft, sales invoice, payroll check, purchase requisition, purchase invoice, inventory card, telephone message form, petty cash voucher, receipt, payroll register, time card, employees withholding exemption form, etc., identify the purpose and use of each form or document with no more than two forms incorrectly interpreted.
Records Management	
12. Identify the organization and uses of alphabetic, numeric, subject, geographic, and chronologic filing systems.	Given information on the organization and uses of alphabetic, numeric, subject, geographic, and chronologic filing systems, identify the organization and uses of each by attaining a grade of C on a written or oral test.

OFFICE SERVICES II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
13. Identify uses of filing equipment, mechanical storage and retrieval, procedures for maintaining/disposing of records, follow-up systems, and the use of micrographics, microforms, microfiche, ultrafiche, and electronic filing systems.	Given information on filing equipment, mechanical storage and retrieval, procedures for maintaining/disposing of records, follow-up systems, and the use of micrographics, microforms, microfiche, ultrafiche, and electronic filing systems, identify the use of each by attaining a grade of C on a written or oral test.

OFFICE SERVICES III

Course Code: 6742

Suggested Grade Level: 11, 12

Prerequisites: Office Services II

Course Description:

Office Services III is a one-year, single-period course designed to refine skills of information processing, records and data management, and machine transcription. Additional units of instruction include job-seeking and employability skills. Information/Word Processing is an appropriate alternative course with instructor approval.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines	
1. Use correct fingers and techniques to key numeric information.	Given access to 10-key equipment and numeric data to key, demonstrate touch keying on two announced or unannounced observations with all items on a checklist receiving a satisfactory rating.
2. Operate the calculating machine to solve problems and complete business documents.	(a) Given access to an electronic calculator and a payroll register on which payroll information for employees has been entered (regular earnings, overtime earnings, and all deductions), complete all horizontal and vertical computations with 100% accuracy, using the touch method of keying, verifying the keying, and correcting as necessary (comparing the calculator tape to the original lists). (b) Given real or simulated purchase invoices and access to an electronic calculator, verify with 100% accuracy the cost of each line item and the invoice totals, including any shipping charges and taxes, using the touch method of keying, verifying the keying, and correcting as necessary (comparing the calculator tape to the original lists). (c) Given a salesperson's completed expense report for a two-week period (including mileage, meals, lodging, and allowable miscellaneous expenses), verify with 100% accuracy all entries including extensions and column totals.

OFFICE SERVICES III (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Mail Processing	
3. Identify procedures for processing incoming mail.	Given instruction on processing incoming mail, including mail marked "confidential" or "personal," indicate on a written test (facsimile envelopes) the appropriate procedures of open, date stamp, and distribute to whom with 95% accuracy.
4. Identify procedures for preparing outgoing mail.	Given instruction and simulations of mail procedures for small and large businesses, identify the procedures for preparing outgoing mail for small and large businesses, including points of contrast between a mailroom operation and the office worker handling typical mailroom functions.
5. Identify services provided by United States Postal Service.	Given instruction on services provided by USPS, identify the services on a written test with a passing grade of "C."
Maintaining Office Equipment	
6. Clean keys and elements and change ribbons, elements, and print wheels on appropriate equipment.	Given information, demonstrations, and discussion regarding methods and procedures for maintaining office equipment, clean keys and elements, change ribbons, elements, and print wheels on appropriate equipment with all equipment functioning properly after the changes.
Records Management	
7. File documents alphabetically.	Given pieces of correspondence, a file (or simulations of each), and instructions to apply the basic alphabetic rules, index, code, sort and file the pieces with no more than three misfiled.

OFFICE SERVICES III (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Records Management	
8. File documents numerically.	Given a set of sales invoices or other numbered business documents, arrange the documents in correct numeric order and file all documents with 100% accuracy.
9. Create and use a database management program.	Given access to a microcomputer, a database management program, and appropriate reference manuals, apply the program to a typical task such as a mailing list or filing system, using correct procedures as provided by the instructor.
Telecommunications	
10. Identify telephone techniques and procedures for handling incoming calls courteously and efficiently and placing outgoing calls efficiently and economically.	Given instruction in the techniques and procedures for handling incoming and placing outgoing calls, demonstrate (or pass a written test in the absence of equipment) efficient and courteous telephone procedures in accordance with accepted guidelines established in class.
11. Identify equipment, technology, and procedures for common forms of telecommunication.	Given instruction on telecommunications and the office, identify equipment and procedures of telecommunication on a written test with a passing grade of "C."
12. Record telephone messages.	Given an oral description of a hypothetical telephone conversation, (or a simulated telephone call), record the message with 100% accuracy, including the caller's name/title, date of call, time of call, message, caller's number, and name of person taking message/call.
Word Processing	
13. Produce mailable business documents from recorded dictation.	Given access to keyboarding equipment, a transcribing machine, and a tape or disk containing correspondence, reports, minutes, and agendas, transcribe the documents using correct machine controls and meeting acceptable standards of mailability as identified in class.
14. Keyboard straight copy at a satisfactory rate acceptable for employment.	Given access to keyboard equipment and straight-copy material, key at a speed of 40 words per minute with no more than 3 errors within an instructor-designated time limit.

OFFICE SERVICES III (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
15. Handle storage media, label and initialize disks, update directory, and develop backup systems.	Given access to a microcomputer, a data disk, and a program disk, handle storage media, organize disks, label disks, initialize disks, name document on disk, update directory, develop backup systems, care for and handle disks, without losing any material from the disk and without destroying the disk.
16. Create, revise, spell check, and produce business documents using a word processing program.	Given access to a microcomputer and a familiar word processing program, create, revise, spell check, and produce business documents, with each document judged usable based on all errors corrected and all revisions completed as directed.
17. Perform format changes and produce usable documents using a word processing program.	Given access to a microcomputer and documents that require format changes, produce usable documents by making format changes (line spacing, type styles, tab, margin settings, page formats, headers, and footers), document judged usable based on all errors corrected and all revisions completed as directed.
18. Prepare a manuscript using certain print functions of a word processing program.	Given access to a microcomputer and an unprepared manuscript, produce a usable document by following the required operations, including (a) save, retrieve, file; (b) print, using proper codes for underscore, double strike, boldface, subscripts, and superscripts; and (c) copy and rename file, with document judged usable based on all errors corrected and all revisions completed as directed.

OFFICE SPECIALIST I

Course Code: 6159

Suggested Grade Level: 11

Prerequisites: Keyboarding Applications

Course Description:

Office Specialist I is a one-year, double-period course. Emphasis is placed on the development of document preparation and communication skills. Students are taught touch operation of calculating machines and are introduced to equipment used in business offices. Document preparation, office procedures, recordkeeping, communications, beginning computer applications, and employability skills are included in the course.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines	
1. Compute on a 10-key calculator.	Given access to a 10-key machine and 10 problems, each problem consisting of a series of addition, subtraction, multiplication, and division computations, solve at least eight of the problems correctly, using the touch method.
2. Compute and verify on a 10-key calculator.	Given access to a 10-key machine and appropriate problems, compute discounts, markups, sales tax, commissions, interests, and extensions with 90% accuracy, using the touch method.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Financial Records	
3. Identify types of financial records.	Given information on and a list of different financial records, match each with its definition with 80% accuracy.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
4. Complete check records and checks.	Given a blank check and stub and required information (check number, date paid, name of person to whom the check is issued, amount of check, name of person issuing the check), prepare the check and stub legibly and accurately.
5. Endorse checks.	Given a completed check and an assignment to endorse the check using a restrictive endorsement, legibly and accurately endorse the check.
6. Prepare legible deposit slips.	Given a blank deposit slip, a checkbook, and a list of items for deposit, including two checks, coins, and currency, complete the deposit slip accurately and legibly and adjust the checkbook.
7. Prepare a simple bank reconciliation.	Given information pertaining to a bank reconciliation, including name of company, date, bank balance, outstanding checks, bank service charge, and deposits in transit, prepare a bank reconciliation with agreeing balances.
8. Prepare petty cash records.	Given information pertaining to the petty cash fund, including balance in fund, vouchers, and a blank check, record vouchers, compute balance of petty cash, and write check to replenish fund, with all items recorded accurately and the fund in balance.
9. Define data processing terms.	Given information and a list of data processing terms, define 90% of them correctly.
10. Compute time cards.	Given five time cards containing names, hours worked, and regular rate, calculate regular, overtime, and total hours worked with 100% accuracy.
11. Prepare a payroll register.	Given completed time cards, employee earnings record, income tax, withholding table, FICA tax rate, and blank payroll register, prepare a payroll register with all calculations 100% accurate.
12. Prepare an employee earnings record.	Given a completed payroll register and an employee earnings record, record appropriate information on the employee earnings record with 100% accuracy.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
13. Prepare a payroll change sheet.	Given a completed payroll register and a blank payroll change sheet, determine the quantity of bills and coins of each denomination needed to pay each employee and determine the total number of each demonination, with all calculations 100% accurate.
14. Prepare payroll cash slips and/or voucher check.	Given a completed payroll register and blank payroll voucher checks or cash slips, prepare payroll voucher checks or cash slips with 100% accuracy.
15. Prepare requisitions.	Given the appropriate data involving the requisition of merchandise and a blank requisition, prepare the requisition, with all information correct and in the proper location on the requisition.
16. Prepare purchase orders.	Given access to a keyboard, the appropriate data involving the purchase of merchandise, and a blank purchase order, prepare the purchase order, with all information correct and in the proper location on the purchase order.
17. Prepare invoices.	Given access to a keyboard, the appropriate data involving the preparation of an invoice, and a blank invoice, prepare the invoice, with all information correct and in the proper location on the invoice.
Mail Processing	
18. Process incoming mail.	Given pieces of incoming mail, including some mail marked "confidential" or "personal," and a date stamp, open, stamp, sort, and distribute mail, with all items on an instructor-provided checklist rated acceptable.
19. Determine appropriate classifications for mail.	Given a list of five classes of mail and five descriptions, correctly match at least four of the five.
20. Identify special mail services.	Given a list of five special mail services and five descriptions, correctly match four of the five.
21. Process outgoing mail.	Given mailing instructions and 10 pieces of mail, prepare the items for mailing by verifying addresses (including zip codes), checking for enclosures, folding, properly inserting into envelopes, sealing, and determining postage with 100% accuracy.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Maintenance and Care of Office Equipment	
22. Change paper, ribbons, and elements or print wheels on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, change paper, ribbons, elements, or print wheels in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
23. Clean and adjust a photocopier.	Given access to a photocopier and supplies, clean and make minor adjustments as directed in machine manuals to maintain functioning reprographic equipment.
24. Clean keys, elements, or print wheels, and remove dust and other particles from appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, clean keys, elements, or print wheels and remove dust and other particles from appropriate machines, demonstrating the proper functioning of the equipment after the changes.
Office Experience	
25. Demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office.	Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes, with an acceptable rating for 80% of the items on an instructor-provided checklist.
26. Perform the tasks required of a part-time office employee.	Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.
Records Management	
27. Identify types of filing supplies and filing equipment.	Given a list of 10 terms and 10 definitions relating to filing supplies and equipment, correctly match eight of the 10 definitions with the terms.
28. Identify alphabetic filing rules.	Given information on alphabetic filing rules, respond correctly to 90% of the items on an objective test.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
29. File documents alphabetically.	Given 20 pieces of correspondence and a file with guides and folders arranged for alphabetic filing, index, code, sort, and file at least 16 of the 20 pieces correctly.
30. Retrieve documents.	Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or check-out form for at least four of the five requests.
31. File documents geographically.	Given 15 pieces of indexed correspondence and a file with folders arranged for geographic filing, code, sort, and file at least 12 of the 15 pieces correctly.
32. File documents numerically.	Given 15 pieces of indexed correspondence and a file set up for numeric filing, code, sort, and file at least 12 of the 15 pieces correctly.
Reprographics	
33. Justify the most appropriate method of duplication.	(a) Given information on duplication and document copying/duplicating services, choose the best copying/duplicating method to use with 80% accuracy. (b) Given a list of terms used in reprographics and a list of definitions for the terms, match the terms with the definitions with 80% accuracy.
34 Prepare camera-ready copy for duplication.	Given a document to be altered for photocopying, type, cut, alter, paste, and prepare a photocopy that is usable.
Telecommunications	
35. Answer and route routine calls, give non-confidential information, and take clear messages.	Given a telephone or Business Trainer and a situation involving incoming local calls, answer and route calls, give nonconfidential information, and take clear messages, with all items on an instructor-provided checklist rated acceptable.
36. Place simulated routine local and long distance calls, using the directory when necessary.	Given a telephone or Business Trainer and a situation involving outgoing local and long distance calls, place the telephone calls, with all items on an instructor-provided checklist rated acceptable.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
37. Perform routine receptionist activities for given situations.	Given a role-playing situation requiring the greeting of visitors in a business office and directing them to other locations, greet the visitors and give them appropriate directions to other locations, with all items on an instructor-provided checklist rated acceptable.
Time and Resource Management	
38. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
39. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.
Word Processing	
40. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and a five minute time limit, keyboard straight copy at a speed of at least 40 words per minute with no more than three errors. (Note: Civil Service minimum is 40 words per minute with three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
41. Use various correction media.	Given various correction media, such as erasers, fluid, tape, and access to self-correcting keyboard equipment, keyboard material with acceptable corrections.
42. Keyboard addresses on envelopes with all errors neatly corrected.	Given 10 addresses, 10 envelopes, instructions on format, and access to a keyboard, keyboard addresses in mailable form on all of the envelopes within 10 minutes.
43. Keyboard mailing labels and file folder labels.	Given access to a keyboard, necessary data, and supplies, keyboard five mailing labels or file folder labels in correct format within 10 minutes with all errors neatly corrected.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
44. Keyboard postal cards.	Given access to a keyboard, information on format, and handwritten or rough-draft copy, keyboard five postal cards in specified format, with all errors neatly corrected.
45. Keyboard in mailable form a typical government document.	Given access to a keyboard, information on format, and a rough-draft government document, keyboard it in the format specified and in mailable form, with all errors corrected.
46. Keyboard in mailable form a typical legal document.	Given access to a keyboard, information on format, a legal document, and the information necessary for typing or filing it, keyboard the document in proper legal format, with numerical information accurately typed, other information accurate, and all errors neatly corrected.
47. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, average syllabic intensity copy of letters, addresses, and memoranda, keyboard the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation. (b) Given access to keyboarding equipment and unarranged, average syllabic intensity copy of manuscripts/reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, keyboard the manuscripts/reports with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation. (c) Given access to keyboarding equipment and unarranged, average syllabic intensity copy for announcements and one-to five-column tabulations including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
48. Produce information on preprinted forms.	Given access to keyboarding equipment and blank forms for invoices, purchase requisitions, telegrams, and/or telephone messages, type the forms with 95% accuracy in placement and 100% accuracy in content.
49. Detect and correct all typographical and spelling errors on all documents typed.	Given access to a textbook, dictionary, reference manual, proofreading symbols, and correction materials, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.
50. Identify the parts of a transcribing machine and demonstrate their uses.	Given a demonstration of the operation of the transcribing machine, identify the parts of the machine and demonstrate their uses with 100% accuracy.
51. Describe orally or in writing business applications available on a microprocessor system.	Given examples of business applications and demonstrations of how they are used, including document management and control, recordkeeping, data processing, introduction to programming, mailing labels, and spreadsheets, demonstrate familiarity with programs other than word processing by giving a brief description of how each is used in the office with 95% accuracy.
52. Define orally or in writing terms and functions common to computer operation, care, disk handling, peripheral operation, and access to the operating system.	Given information on terms and functions common to computer operation, care, disk handling, peripheral operation, and access to the operating system, identify and describe all terms orally or in writing with 85% accuracy.
53. Describe the types, use, and care of word processing hardware and software.	Given information on the types and use of word processing hardware and software, define the terms (orally or in writing) and describe the use and care of each element, including equipment hardware, equipment software, and peripherals with 85% accuracy.
54. Describe how information is shared between terminals when word processing is executed on a network.	Given a description of a business setting where word processing is executed on a network, describe how information is shared between terminals with 85% accuracy.

OFFICE SPECIALIST I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
55. Describe all of the functions available on a word processing system.	Given access to a familiar microprocessor, describe (orally or in writing) with 100% accuracy all of the functions available on the system, including the following: (a) how to use the function keys or command keys on the system; (b) what function each key performs; (c) how to use the code or alternate key and how it affects the keyboard; (d) how to use the insert/replace keys; (e) how to send a document to the printer; (h) how to create a list of the default settings for the system; (i) how to darken or lighten the screen display; (j) how to determine which drive handles the program diskettes and which drive handles the data diskettes, and (k) how to access the system and record and edit.
56. Use proper techniques to key in, store, retrieve, revise, and print a document using a word processing system.	Given access to a microcomputer and an assignment to key in, store, retrieve, revise (using insertion and deletion functions), and print business correspondence and/or reports, perform the functions necessary to produce the documents, with each document judged mailable based on correct placement on the page, correct punctuation, all errors corrected, and all revisions completed as directed.

OFFICE SPECIALIST II

Course Code: 6160

Suggested Grade Level: 12

Prerequisites: Office Specialist I

Course Description:

Office Specialist II is a one-year, single-period course with Cooperative Office Education (COE) or a double-period course without COE. Units of instruction include financial records, records management, mail processing, oral and written communication, information/word processing, calculating machine operation, office procedures, human relations skills, and machine transcription, as well as keyboarding speed and accuracy development.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines	
1. Use the touch method on a 10-key pad to perform basic math computations needed to complete financial documents.	Given access to a 10-key pad and information necessary to complete a variety of financial documents, perform the calculations with 100% accuracy, using the touch method.
2. Demonstrate use of special function keys on calculator.	Given access to a 10-key calculator and problems involving the percent key, constant key, grand total function, and item count key, solve the problems with 100% accuracy.
3. Verify amounts and totals on varied business forms.	Given access to a 10-key calculator and 15 varied business forms, verify the extensions and totals with 100% accuracy, using the touch method.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Data Processing	
4. Identify data processing equipment.	Given information on data processing equipment, respond correctly to 80% of the items on an objective test.
5. Explain data processing procedures.	Given information on data processing procedures, respond correctly to 80% of the items on an objective test.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
6. Sequence and define steps in a data processing cycle.	Given information on the steps of a data processing cycle, arrange the steps in sequence and record a definition of each, with all steps sequenced correctly and defined with 80% accuracy.
7. Use data-entry equipment.	Given access to data-entry or simulated equipment, enter data with speed and accuracy acceptable for employment according to instructor-provided guidelines.
Database Applications	
8. Create a database such as a mailing list or a filing system.	Given a database management system, create a database, such as a mailing list or a filing system, using correct operating procedures so that the database is usable.
9. Enter, retrieve, update, save, and print alphanumeric data.	Given access to a microcomputer, a printer, a database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data using correct operating procedures, with 100% accuracy of content.
10. Request information instructing the database program to search the database, acquire the data requested, and perform any calculations required.	Given access to a microcomputer and a database management system, request information, instructing the database management system to search the database, acquire the data requested, and perform any calculations required for viewing or printing the information in accurate form.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Financial Records	
11. Prepare customer monthly statements.	Given five completed accounts in the accounts receivable ledger and five blank customer monthly statements, prepare statements from the ledger sheets, with all numeric and typewritten information correct.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
12. Process unpaid invoices with various trade and cash discounts.	Given five unpaid invoices with various grade and cash discounts, compute the discounts as applicable and the net amounts, with calculations accurate for at least four of the five invoices.
13. Process unpaid invoices.	Given blank checks, prepare five voucher checks for processed unpaid invoices, with all five checks usable.
14. Use available resources to explain electronic money and banking processes.	Given information from a textbook and class discussion, list orally or in writing at least one advantage for the bank and one advantage for the customer of home banking and electronic teller machines, with 100% accuracy.
Mail Processing	
15. Forward mail.	Give five pieces of mail, correctly forward the mail when appropriate, with all items on an instructor-provided checklist rated acceptable.
16. Classify mail.	Given five pieces of mail, determine the most appropriate classification for mailing each piece with 100% accuracy.
Maintenance and Care of Office Equipment	
17. Change paper, ribbons, and elements or print wheels on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, change paper, ribbons, elements, or print wheels in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
18. Clean keys, elements, or print wheels, and remove dust and other particles from appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, clean keys, elements, or print wheels and remove dust and other particles from appropriate machines, demonstrating the proper functioning of the equipment after the changes.
19. Clean and make minor adjustments as directed on a photocopier.	Given information regarding methods and procedures for cleaning and adjusting a photocopier and access to equipment and supplies, clean and make minor adjustments to the equipment as directed, demonstrating the proper functioning of the equipment after the changes.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
20. Identify the necessity for placing service calls for office equipment.	Given a list of malfunctioning equipment and the reason each item is not functioning properly, determine with 90% accuracy those items that require service calls.
21. Outline the procedures involved in selecting and acquiring office equipment, media, and supplies.	Given instruction and information regarding the selection and acquisition of office equipment, media, and supplies, outline or demonstrate with 100% accuracy the steps necessary to prepare the requisition or order so that (1) the items requisitioned or ordered correspond to the requests and (2) requisitions or orders are accurate as to supplies, quality, sales price, item description, and terms.
Office Experience	
22. Demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office.	Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner, with a satisfactory rating for 80% of the items on an instructor-prepared checklist.
23. Sucessfully perform the tasks required of a part-time office employee.	Given a related part-time position, complete assigned tasks according to an individualized training plan, with acceptable ratings on at least 80% of the tasks.
Records Management	
24. Prepare cross-reference sheets.	Given five indexed pieces of correspondence requiring cross-referencing and cross-reference cards or sheets, cross-reference at least four of the five pieces of correspondence correctly.
25. Determine the appropriate filing method for case situations.	Given 20 pieces of correspondence and case situations appropriate to four different filing systems (five situations for each system), determine the appropriate filing system for at least 80% of the situations.
26. Retrieve documents or items of information from files.	Given five requests for retrieval of correspondence and files arranged for alphabetic, numeric, geographic, and subject systems, retrieve at least four of the five requested pieces of correspondence.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
27. Charge out documents from files.	Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or a check-out form for at least four of the five requests.
Reprographics	
28. Prepare camera-ready copy for duplication, using manual methods and desktop publishing software.	(a) Given information on photocopying and a document to be altered for photocopying, alter, type, cut, paste, and copy the document, producing a photocopy that is usable. (b) Given access to a microcomputer, desktop publishing software systems, and appropriate instruction, produce high quality printed matter that meets acceptable business standards for one of the following items: report, company newsletter, brochure, manual, catalog, or directory.
Spreadsheet Operations	
29. Enter data and formulas at desired locations, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program disk, instruction, and appropriate reference manuals, enter data and formulas at desired locations on the spreadsheet with 100% accuracy using correct operating procedures.
30. Retrieve, update, save, and print data, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program, instruction, and appropriate reference materials, retrieve, update, save, and print data with 100% accuracy.
Telecommunications	
31. Describe proper business telephone techniques.	Given information on proper business telephone techniques, answer questions on a written test with 90% accuracy.
32. Demonstrate the use of (or explain in the absence of equipment) communications functions such as electronic mail and bulletin board.	Given instruction in the concept of electronic mail and a message to be disseminated to five persons, demonstrate (or explain in the absence of equipment) the use of the electronic mail function, following guidelines of the instructor with 100% accuracy and completing the dissemination of the message.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Time and Resource Management	
33. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
34. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.
35. Evaluate own work realistically.	Given a task to be performed to specific standards and a checklist for evaluation of the task, evaluate personal work with student's evaluation ratings matching those of the instructor.
36. Plan a budget based on net pay.	Given a paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay with all information and calculations correct.
37. Prepare an individual income tax return.	Given a W-2 form, a 1040A form, necessary information, and tax instructions, prepare an individual income tax return with all information and calculations correct.
Word Processing Skills	
38. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and unpracticed copy material of high syllabic intensity, demonstrate speed and accuracy by keyboarding for five minutes at a speed of at least 50 words per minute with no more than three errors. (NOTE: Civil Service minimum is 40 words per minute with no more than three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
39. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
39. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(b) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of manuscripts and reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, type the manuscripts/reports, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation.
	(c) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of multiple-column tabulations, including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position, including boxed-in format, on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
40. Detect and correct all typographical and spelling errors on all documents typed.	Given a textbook, dictionary, reference manual, proofreading symbols, correction materials and typed copy, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.
41. Transcribe recorded dictation of business correspondence, reports, and minutes.	Given access to a keyboard, a transcribing machine, and a tape or disk containing a report, minutes, or business correspondence, transcribe the documents using correct machine controls and meeting acceptable standards, with each document judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the correspondence/reports/minutes), and correct punctuation.
42. Handle and care for storage media, organize disks, name a document on disk, update a directory, and develop backup systems.	Given access to a microprocessor, a data disk, and a program disk, handle storage media, organize disks, label disks, initialize disks, name documents on disk, update directory, develop backup systems, and care for and handle disks without losing any material from the disk and without destroying the disk.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
43. Use proper techniques to key in, retrieve, revise, spell check, and produce a document using a word processing system.	Given access to a microprocessor and guidelines, produce business correspondence or reports by performing functions to key in, revise (using insertion, deletion, block, search, and replace), spell check, and print. Documents will be judged acceptable according to correct placement on page, correct punctuation, lack of errors, and all revisions completed as directed.
44. Perform format changes on a word processing system, including line spacing, line alignment, typestyles, margin settings, page formats, headers, and footers.	Given access to a microprocessor and assignments such as letters, memoranda, manuscripts or reports that require two or more format changes, produce the documents by making change decisions that include line spacing, line alignment, type styles, line per inch, zone width adjustment, margin settings, tab settings, page formats, and headers and footers, with all documents complete and format changes made with 85% accuracy.
45. Set up columns of numbers and text in tabular format on a word processing system.	Given access to a microcomputer and a one-page table containing five columns with instructions to print the document five times revising columns that have previously been set up, set up columns of numbers and/or text in tabular format and print the document, move columns and print, delete columns and print, set up columnar headings that are centered above each column and print, and print the document with columns centered vertically and horizontally on a page, each document judged acceptable according to correct placement on the page and 100% accuracy of content.
46. Paginate a multipage document automatically.	Given access to a microprocessor and a two-page document, paginate the document automatically with 100% accuracy.
47. Complete a manuscript by using the following operations on a microprocessor: (a) saving file; (b) retrieving file; (c) printing, using proper codes for underscore, boldface, subscripts, superscripts; (d) delete a backup file; (e) rename file; (f) copy file; (g) reformat entire file; (h) create a new file; (i) combine with original.	Given access to a microprocessor and an unprepared manuscript, complete the manuscript with 100% accuracy by using the following operations: (a) save file; (b) retrieve file; (c) print, using proper codes for underscore, double-strike, boldface, subscripts, superscripts; (d) delete a back-up file; (e) rename file; (f) copy file; (g) reformat entire file; (h) create a new file; (i) combining with original file by reading information from one file to another.

OFFICE SPECIALIST II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
48. Merge and print documents on a word processing system.	Given access to a microprocessor, three medium-length letters to prepare, and three addresses, set up a form/shell document (matrix) and a document with addresses, merging and printing the merged documents as well as a separate address list, completing all documents with 100% accuracy.

OFFICE SYSTEMS

Course Code: 6621

Suggested Grade Level: 10, 11, 12

Prerequisites: Keyboarding Applications

Course Description:

Office Systems is a one-year, single-period course with emphasis on the development of word processing applications and office procedures skills. Additional units of instruction include operation of various office equipment, oral and written communications, records and database management, recordkeeping, human relations, information processing, and office careers orientation. Eleventh- and twelfth-grade students taking this course may participate in Cooperative Office Education.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines and Computational Skills	
1. Perform basic math functions using whole numbers and decimals on an electronic calculator.	Given access to an electronic calculator and several problems calling for basic math functions using whole numbers and decimals, compute the answers, using the touch method, with 100% accuracy.
2. Perform decimal placement and compute percentages on an electronic calculator.	Given access to an electronic calculator and several problems involving decimal placement and related percentages, compute the answers and determine the decimal placement with 100% accuracy.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Mail Processing	
3. Prepare envelopes for mailing.	Given materials, supplies, and ten letters to be prepared for mailing, verify addresses (including zip codes), type the addresses on the envelopes/labels, check for enclosures, fold, properly insert into appropriate envelopes, seal, and determine postage with 100% accuracy.

OFFICE SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
4. Process incoming and outgoing mail.	Given a simulated packet of 10 pieces of incoming mail and 10 pieces of outgoing mail, sort, open, date, stamp, distribute, and use the mail machine to process the items with 95% accuracy.
5. Select appropriate methods and services for mailing items that require special attention.	Given information on special mailing methods and five pieces of mail that require special attention, select appropriate mailing methods and services with 100% accuracy.
Office Equipment, Media, and Supplies	
6. Change paper, ribbons, and elements or print wheels on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, change paper, ribbons, and elements or print wheels in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
7. Clean keys, elements, or print wheels, and remove dust and other particles on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, clean keys, elements, or print wheels, and remove dust and other particles in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
8. Clean and make minor adjustments as directed on a photocopier.	Given access to a photocopier and supplies, clean and make minor adjustments as directed, demonstrating the proper functioning of the equipment after the changes.
9. Identify the necessity for placing service calls for office equipment.	Given a list of equipment and the reason each item is not functioning properly, determine those items that require service calls with 90% accuracy.
10. Outline the procedures involved in ordering, distributing, and controlling office supplies.	Given instruction and information regarding ordering, distributing, and controlling (labeling and storing) office supplies, outline the procedures involved in ordering, distributing, and controlling the supplies, listing all the major considerations with 90% accuracy.
Receptionist Duties	
11. Demonstrate how to meet/register/screen office callers, give appropriate information, route within the organization, and take messages.	Given information on handling office callers and a situation involving callers in the office, demonstrate how to register and screen callers, give appropriate information, route callers, and take messages, with all items on an instructor-prepared checklist rated acceptable.

OFFICE SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
12. Demonstrate the proper procedures for introducing office guests or callers.	Given information on proper procedures and role-play situations involving guests and callers in the office, demonstrate the proper procedures for introducing office guests or callers, including those with appointments, those without appointments, and irate individuals, with all items on an instructor-prepared checkklist rated acceptable.
13. Plan and schedule an executive's trip, including preparing the itinerary and making necessary travel arrangements.	Given information on planning and scheduling business travel and a simulated business trip, plan and schedule the trip with 100% accuracy, including all of the following components in the plan: (a) backtracking and long layovers are avoided; (b) sufficient time is allowed for engagements; (c) meal times are planned; (d) employer's preferences are considered in travel arrangements; (e) transportation and lodging reservations are made and confirmed; (f) meetings are scheduled when and where appropriate; and (g) written copies of the itinerary are prepared and distributed to employer and office.
14. Prepare a business expense statement.	Given information on business expense statements, receipts, and other information relevant to the employer's business trip, prepare a business expense statement with 100% accuracy.
Records Management	
15. File documents alphabetically, numerically, geographically, and by subject.	Given 20 documents to be filed alphabetically, 20 to be filed numerically, 20 to be filed geographically, and 20 to be filed by subject, file the documents in the individual folders with no more than five documents misfiled.
16. Retrieve requested documents from files.	Given five requests for retrieval of correspondence and files arranged for alphabetic, numeric, geographic, and subject systems, retrieve at least four of the five requested pieces of correspondence.
17. Prepare cross-reference sheets for selected documents.	Given information on cross-referencing, five indexed pieces of correspondence requiring cross-referencing, and cross-reference cards or sheets, cross-reference the correspondence with at least three of the five pieces of correspondence cross-referenced correctly.

OFFICE SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
18. Identify uses of filing equipment and materials, mechanical storage and retrieval, procedures for maintaining/disposing of records, and the use of micrographics, microforms, microfiche, ultrafiche, and electronic filing systems.	Given information covering the uses of filing materials and equipment (folders, vertical, lateral, labels, guides, rotary); mechanical storage and retrieval; procedures for maintaining/disposing of records; follow-up systems; and the use of micrographics, microforms, microfiche, ultrafiche, and electronic filing systems, identify the uses of each by answering instructor-provided questions with 90% accuracy.
19. Index, code, sort, and file documents using alphabetic and chronological rules.	Given 25 documents, a file (or simulated file) with the guides and folders set up for alphabetic filing, and instruction to apply the basic alphabetic and chronological rules, index, code, sort, and file the documents with 23 of 25 pieces filed correctly.
Reprographics	
20. Prepare camera-ready copy for duplication.	Given a document to be altered for photocopying, alter, type, cut, paste, and copy the document producing a photocopy that is usable.
Telecommunications	
21. Answer calls, using proper business telephone techniques.	Given information on telephone techniques and a simulated telephone situation involving an incoming call, respond to the call meeting the following criteria: (a) answering within two rings; (b) identifying the organization or firm by name; (c) identifying self by name; (d) using proper telephone voice and rules of courtesy as instructed by text or instructor, all items on an instructor-provided checklist rated acceptable.
22. Demonstrate (or outline) the procedure for transferring an incoming telephone call.	Given information on telephone procedures and a simulated telephone situation involving an incoming call that must be transferred, respond to the call meeting the following criteria: (a) through (d) above in competency #21; (e) explaining the need for transfer; (f) giving the name/department/number to which the call is being transferred; and (g) transferring the call, with all items on an instructor-provided checklist rated acceptable.

OFFICE SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
23. Outline the procedure for screening incoming calls.	Given a simulated incoming call and guidelines regarding the screening of calls, verbally outline the procedure for screening an incoming call with all items on an instructor-provided checklist rated acceptable.
24. Place simulated local and long-distance calls using the directory when necessary.	Given a list of calls to be placed and necessary telephone directories, demonstrate (or list) the correct procedures for placing local and long-distance with all items on an instructor-provided checklist rated acceptable.
25. Record telephone messages.	Given a simulated telephone conversation, record the message (either handwritten or typewritten), with 100% accuracy, including the following information: (a) caller's name/title; (b) date of call; (c) time of call; (d) message; (e) caller's number; (f) name of person taking message/call.
26. Outline the procedure for arranging a conference call.	Given information on conference calls and a conference call situation, outline the procedure for arranging the conference call, with complete accuracy according to the requirements of the local telephone company.
Word Processing	
27. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and unpracticed copy material of average to high syllabic intensity, demonstrate speed and accuracy by keyboarding for five minutes at a speed of at least 40 words per minute with no more than 3 errors. (NOTE: Civil Service minimum is 40 words per minute with three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
28. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, average syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation.

OFFICE SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
28. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements (continued).	(b) Given access to keyboarding equipment and unarranged, average syllabic intensity copy of manuscripts/reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, keyboard the manuscripts/reports with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation.
	(c) Given access to keyboarding equipment and unarranged, average syllabic intensity copy for announcements and one-to five-column tabulations including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
29. Produce information on preprinted forms.	Given access to keyboarding equipment and blank forms for invoices, purchase requisitions, telegrams, and/or telephone messages, type the forms with 95% accuracy in placement and 100% accuracy in content.
30. Detect and correct all typographical and spelling errors on all documents typed.	Given access to a textbook, dictionary, reference manual, proofreading symbols, and correction materials, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.
31. Identify the parts of a transcribing machine and demonstrate their uses.	Given a demonstration of the operation of the transcribing machine, identify the parts of the machine and demonstrate their uses with 100% accuracy.
32. Describe orally or in writing business applications available on a microprocessor system.	Given examples of business applications and demonstrations of how they are used, including document management and control, recordkeeping, data processing, introduction to programming, mailing labels, and spreadsheets, demonstrate familiarity with programs other than word processing by giving a brief description of how each is used in the office with 95% accuracy.

OFFICE SYSTEMS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
33. Define orally or in writing terms and functions common to computer operation, care, disk handling, peripheral operation, and access to the operating system.	Given information on terms and functions common to computer operation, care, disk handling, peripheral operation, and access to the operating system, identify and describe all terms orally or in writing with 85% accuracy.
34. Describe the types, use, and care of word processing hardware and software.	Given information on the types and use of word processing hardware and software, define the terms (orally or in writing) and describe the use and care of each element, including equipment hardware, equipment software, and peripherals with 85% accuracy.
35. Describe how information is shared between terminals when word processing is executed on a network.	Given a description of a business setting where word processing is executed on a network, describe how information is shared between terminals with 85% accuracy.
36. Describe all of the functions available on a word processing system.	Given access to a familiar microprocessor, describe (orally or in writing) with 100% accuracy all of the functions available on the system, including the following: (a) how to use the function keys or command keys on the system; (b) what function each key performs; (c) how to use the code or alternate key and how it affects the keyboard; (d) how to use the insert/replace keys; (e) how to send a document to the printer; (h) how to create a list of the default settings for the system; (i) how to darken or lighten the screen display; (j) how to determine which drive handles the program diskettes and which drive handles the data diskettes, and (k) how to access the system and record and edit.
37. Use proper techniques to key in, store, retrieve, revise, and print a document using a word processing system.	Given access to a microcomputer and an assignment to key in, store, retrieve, revise (using insertion and deletion functions), and print business correspondence and/or reports, perform the functions necessary to produce the documents, with each document judged mailable based on correct placement on the page, correct punctuation, all errors corrected, and all revisions completed as directed.

RECORDKEEPING

Course Code: 6330

Suggested Grade Level: 10, 11, 12

Prerequisites: None

Course Description:

Recordkeeping is a single-period, one-year course. Business recordkeeping skills are developed so that accurate financial records can be kept. Topics include sales and accounts receivable, purchases and accounts payable, inventory, handling cash, payroll, and banking records. Students are introduced to double-entry accounting procedures.

COMPETENCIES	PERFORMANCE OBJECTIVES
Accounting Fundamentals	
1. Use accounting terms as they occur in written work.	Given a list of accounting terms and their definitions, use these terms in their proper context in completing three assignments selected by the instructor, with no more than three misuses of the terms in the three assignments.
2. Record transactions in T-accounts and prove balances of the accounts.	Given the source documents for 10 business transactions, record transactions in the T-accounts and prove the balances of the accounts, with all numerical information and calculations 100% accurate.
3. Journalize an opening entry.	Given a balance sheet listing assets, liabilities, the owner's equity amounts, and a general journal, journalize an opening entry, with all numerical information 100% accurate.
4. Journalize transactions.	Given a general journal and the source documents for 10 business transactions, journalize the entries for each transaction, with all numerical information 100% accurate.
5. Open accounts and post journal entries to the accounts.	Given a chart of accounts, general ledger account forms, and a general journal containing 10 entries, open the accounts and post the journal entries to the proper accounts, all accounts correctly opened and all numerical information 100% accurate.
6. Prepare a trial balance.	Given a general ledger with postings and pencil footings completed and a two-column statement form, prepare a trial balance with the debit and credit totals in balance and with all numerical information and calculations 100% accurate.

RECORDKEEPING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Business Records	
7. Prepare sales slips.	Given two sales slips and information for two sales transactions, complete each sales slip legibly and with all numerical information 100% accurate.
8. Prepare receipts.	Given two receipts and information for two transactions, one paid by cash and one by check, complete the receipts legibly, with all numerical information 100% accurate.
9. Select exact coins and bills to be given in change and count change orally.	Given the amount of two sales and the amount of cash received for each, select the exact coins and bills to be given in change and count the change orally, with calculations and counting procedures 100% accurate.
10. Prepare purchase orders.	Given source documents for the preparation of two purchase orders, prepare the purchase orders, with all applicable information appropriately entered and all numerical calculations 100% accurate.
11. Prepare invoices.	Given source documents for the preparation of two invoices, prepare the invoices, with all applicable information appropriately entered and all numerical calculations 100% accurate.
12. Transfer information to customer and creditor accounts and compute balances.	Given the source documents for five business transactions involving purchases on account or sales on account, transfer information directly to the customer or creditor accounts and compute balances, with four of the five postings accurately completed.
13. Maintain petty cash funds.	Given a simulated petty cash fund, five petty cash transactions, vouchers, and a petty cash journal, prepare vouchers, record petty cash transactions, and write a check to replenish the fund, with all numerical information 100% accurate.
14. Compute gross earnings for employees.	Given time cards, rate of pay, and company policy for computing hours, compute gross pay for five employees, with all numerical computations 100% accurate.
15. Compute net pay amounts.	Given five time cards with gross pay amounts recorded, withholding exemption information, and withholding tax tables, compute net pay amounts, with all numerical computations 100% accurate.

RECORDKEEPING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
16. Complete weekly payroll in a payroll register.	Given time cards containing gross pay, deductions, net pay for five employees, and a weekly payroll register, complete and verify the register, with all mathematical computations 100% accurate.
17. Transfer employee information from payroll register to individual earnings records.	Given five blank employee earnings records and a completed payroll register, transfer payroll register information to employee earnings records, with all numerical information and calculations 100% accurate.
18. Prepare payroll checks from payroll records.	Given a completed payroll register for five employees and five payroll voucher checks, prepare the checks, with all numerical information 100% accurate.
19. Describe how a payroll is processed by computer.	Given a situation in which a payroll is to be processed by computer, describe the process by charting the steps of the process in correct sequence.
20. File documents alphabetically and chronologically.	Given 10 documents to be filed in existing files, file the documents alphabetically and chronologically within individual folders, with no more than two documents misfiled.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Personal Records	
21. Compute interest charges for various credit situations.	Given various problems and interest rates and terms for credit card borrowing, installment loans, and personal loans, compute the interest for each, with 100% accuracy on all numerical computations.
22. Select the best credit source in relation to cost of credit.	Given the interest rates, terms, and other charges for money borrowed from a bank, credit union, loan company, or through a credit card, select the best credit source for specific loans on a new automobile, on furniture, and for consolidating other loans, with all numerical computations 100% accurate.

RECORDKEEPING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
23. Complete check stubs and checks.	Given five check stubs and checks and five bills to be paid, write the checks legibly and complete the stubs, with all numerical information 100% accurate.
24. Endorse checks.	Given five sample checks and details on types of endorsement (blank, full, or restrictive), choose the correct type of endorsement and endorse each check accordingly, with 100% accuracy.
25. Prepare deposit slips for a checking account.	Given three deposit slips and checks, currency, and coins for each deposit, complete the deposit slips legibly, with all numerical information 100% accurate.
26. Prepare a bank reconciliation for a checking account.	Given a bank statement for a one-month period; a check register or check stubs with one addition, one subtraction, and one transposition error; and cancelled checks, reconcile the bank statement, with all numerical computations 100% accurate.
27. Complete deposit and withdrawal slips for a savings account.	Given two deposit and two withdrawal slips; a savings account passbook; checks, currency, and coins to be deposited; and two amounts to be withdrawn, complete the deposit and withdrawal slips, with all numerical information 100% accurate.
28. Compute sales tax amounts.	Given a tax table or sales tax percentage, compute the sales tax for five sales transactions, two under $1.00, two for an amount between $1.00 and $200.00, and one for an amount over $200.00, with all calculations 100% accurate.
29. Prepare a form 1040A federal tax return.	Given a form 1040A federal tax return and information for an individual, including W-2 form, occupation, marital status, number of exemptions, and amount of interest and dividend income, complete the return, with numerical information and calculations 100% accurate.

RECORDKEEPING (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Recordkeeping Fundamentals	
30. Use recordkeeping terms as they occur in written work.	Given a list of recordkeeping terms and their definitions, use these terms in their proper context in completing three assignments selected by the instructor, with no more than three misuses of the terms in the three assignments.
31. Record information legibly on personal records and business documents.	Given a checklist of requirements, complete legibly three selected assignments involving the completion of personal and business records, with entries judged acceptable according to the checklist.
32. Complete mathematical calculations, including addition, subtraction, multiplication, and division of whole numbers, decimals, and fractions.	Given 20 mathematical calculations involving addition, subtraction, multiplication, and division of whole numbers, decimals, and fractions, complete the problems with at least 80% accuracy.
33. Locate errors and use proper techniques to correct them on records.	Given source documents and accompanying records, some of which contain errors, inspect, correct errors, and verify accuracy of the numerical and written information on the records, with at least 90% of the errors corrected.

SECRETARIAL ADMINISTRATION I

Course Code:	6250
Suggested Grade Level:	11
Prerequisites:	Keyboarding

Course Description:

Secretarial Administration I is a one-year, double-period course. Major emphasis is placed in using a shorthand system and developing transcription skills. Students are taught touch operation of calculating equipment and are introduced to other equipment used in business offices. Document preparation, office procedures, recordkeeping, stenography, communications, beginning computer applications, and employability skills are included in the course.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines	
1. Compute on a 10-key calculator.	Given access to a 10-key machine and 10 problems, each problem consisting of a series of addition, subtraction, multiplication, and division computations, solve at least eight of the 10 problems correctly, using the touch method.
2. Complete business problems/ forms.	Given access to a 10-key machine and business problems, compute discounts, markups, sales tax, commissions, interest, and extensions, with 80% accuracy.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Financial Records	
3. Identify types of financial records.	Given definitions and a list of different financial records, match each record with its definition with 80% accuracy.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
4. Complete check records and checks accurately.	Given a blank check and stub and data pertaining to the check (check number, date paid, name of person to whom the check is issued, amount of check, name of person issuing the check), prepare the check and stub legibly and accurately.
5. Endorse checks appropriately.	Given five completed checks and an assignment to endorse the checks using a variety of endorsements, appropriately endorse the checks with 100% accuracy.
6. Prepare legible and accurate deposit slips.	Given a checkbook, a blank deposit slip, and a list of items for deposit including two checks, coins, and currency, complete the deposit slip and adjust the checkbook legibly and accurately.
7. Prepare a simple bank reconciliation.	Given name of company, date, checkbook balance, bank balance, outstanding checks, bank service charge, and deposits in transit, prepare a bank reconciliation with agreeing balances.
Mail Processing	
8. Process incoming mail.	Given pieces of incoming mail, including some mail marked "confidential" or "personal" and a date stamp, open, stamp, underline and annotate, sort, distribute, and forward mail, with all items on an instructor-provided checklist rated acceptable.
9. Determine appropriate classifications for mail.	Given a list of five classes and five descriptions of mail, match at least four of the five.
10. Identify special mail services.	Given a list of special mail services and descriptions, match at least 80% of the items on the list with the descriptions.
11. Process outgoing mail.	Given 10 items to mail, correctly prepare for mailing by verifying addresses, including zip codes, checking for enclosures, folding, properly inserting into envelopes, sealing, and determining correct postage, with 100% accuracy.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Maintenance and Care of Equipment	
12. Change paper, ribbons, and elements or print wheels on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, change paper, ribbons, elements, or print wheels in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
13. Clean keys, elements, or print wheels, and remove dust and other particles from appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, clean keys, elements, or print wheels and remove dust and other particles from appropriate machines, demonstrating the proper functioning of the equipment after the changes.
Office Experience	
14. Demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office.	Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner, with an acceptable rating for 80% of the items on an instructor-provided checklist.
15. Perform the tasks required of a part-time office employee.	Given a simulated related part-time position in a model office, complete assigned tasks according to an individualized training plan, with acceptable ratings on at least 80% of the tasks.
Records Management	
16. Identify types of filing supplies and filing equipment.	Given 10 terms and 10 definitions relating to filing supplies and equipment, correctly match eight of the 10 definitions with terms.
17. Identify alphabetic filing rules.	Given information on alphabetic filing rules, respond correctly to 90% of the items on an objective test.
18. File documents alphabetically.	Given 20 pieces of correspondence, a file with guides, and folders arranged for alphabetic filing, index, code, sort, and file at least 16 of the 20 pieces correctly.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
19. Retrieve documents.	Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or check-out form for at least four of the five requests.
Reprographics	
20. Select the best copying/duplicating method to use.	Given written material that requires copy/duplicating services in an office, choose the best copying/duplicating method to use, with 80% accuracy according to instructor-provided guidelines.
21. Identify definitions of reprographic terms.	Given a list of terms used in reprographics and a list of definitions, match the terms with the definitions with 80% accuracy.
22. Prepare acceptable copy for duplicating by the photocopy process.	Given information on copy preparation and a document to be altered, type, cut, paste, and prepare a photocopy that is usable according to instructor-provided guidelines.
Shorthand and Transcription	
Include all competencies from Shorthand and Transcription skill area of Shorthand (6211) Course Competencies and Performance Objectives.	
Telecommunications	
23. Identify telephone services and types of calls.	Given a list of terms for 10 telephone services and types of calls and a description of 10 services and calls, match the terms with the descriptions with 80% accuracy.
24. Answer routine calls and route to proper party, give non-confidential information, and take clear messages.	Given a telephone or Business Trainer and several situations involving an incoming local call, answer the telephone, route the call, give information, and take messages, with all items on an instructor-prepared checklist rated acceptable.
25. Place simulated routine local and long distance calls, using directory as necessary.	Given a telephone or Business Trainer and situations involving an outgoing local and long distance call, place the telephone call, with all items on an instructor-provided checklist rated acceptable.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
26. Perform routine receptionist activities for given situations.	Given a role-playing situation requiring the greeting of visitors in a business office and directing them to other locations, greet the visitors and give them appropriate directions to other locations, with all items on an instructor-provided checklist rated acceptable.
27. Maintain records relating to office visitors.	Given an appointment calendar and 10 employer appointments and cancellations, arrange and record appointments, confirmations, and/or cancellations with eight out of 10 records correct.
Time and Resource Management	
28. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
29. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.
Word Processing	
30. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and a five-minute time limit, keyboard straight copy at a speed of at least 40 words per minute with no more than three errors. (Note: Civil Service minimum is 40 words per minute with three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
31. Use various correction media.	Given correction media such as erasers, fluid, tape, and access to self-correcting typewriters, use various correction media to correct typed material, with corrections acceptable according to instructor-provided specifications.
32. Keyboard addresses on envelopes with all errors neatly corrected.	Given access to a keyboard, 10 addresses, 10 envelopes, and instructions on the format, keyboard addresses on all of the envelopes in mailable form within 10 minutes.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
33. Keyboard mailing labels and file folder labels.	Given access to a keyboard, five mailing labels or file folder labels, and format instructions, typewrite the labels in correct format within 10 minutes, with all errors neatly corrected.
34. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/ financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, average syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation.
	(b) Given access to keyboarding equipment and unarranged, average syllabic intensity copy of manuscripts/reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, keyboard the manuscripts/reports with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation.
	(c) Given access to keyboarding equipment and unarranged, average syllabic intensity copy for announcements and one-to five-column tabulations including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
35. Produce information on preprinted forms.	Given access to keyboarding equipment and blank forms for invoices, purchase requisitions, telegrams, and/or telephone messages, type the forms with 95% accuracy in placement and 100% accuracy in content.
36. Detect and correct all typographical and spelling errors on all documents typed.	Given access to a textbook, dictionary, reference manual, proofreading symbols, and correction materials, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.
37. Identify the parts of a transcribing machine and demonstrate their uses.	Given a demonstration of the operation of the transcribing machine, identify the parts of the machine and demonstrate their uses with 100% accuracy.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
38. Describe orally or in writing business applications available on a microprocessor system.	Given examples of business applications and demonstrations of how they are used, including document management and control, recordkeeping, data processing, introduction to programming, mailing labels, and spreadsheets, demonstrate familiarity with programs other than word processing by giving a brief description of how each is used in the office with 95% accuracy.
39. Define orally or in writing terms and functions common to computer operation, care, disk handling, peripheral operation, and access to the operating system.	Given information on terms and functions common to computer operation, care, disk handling, peripheral operation, and access to the operating system, identify and describe all terms orally or in writing with 85% accuracy.
40. Describe the types, use, and care of word processing hardware and software.	Given information on the types and use of word processing hardware and software, define the terms (orally or in writing) and describe the use and care of each element, including equipment hardware, equipment software, and peripherals with 85% accuracy.
41. Describe how information is shared between terminals when word processing is executed on a network.	Given a description of a business setting where word processing is executed on a network, describe how information is shared between terminals with 85% accuracy.
42. Describe all of the functions available on a word processing system.	Given access to a familiar microprocessor, describe (orally or in writing) with 100% accuracy all of the functions available on the system, including the following: (a) how to use the function keys or command keys on the system; (b) what function each key performs; (c) how to use the code or alternate key and how it affects the keyboard; (d) how to use the insert/replace keys; (e) how to send a document to the printer; (h) how to create a list of the default settings for the system; (i) how to darken or lighten the screen display; (j) how to determine which drive handles the program diskettes and which drive handles the data diskettes, and (k) how to access the system and record and edit.

SECRETARIAL ADMINISTRATION I (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
43. Use proper techniques to key in, store, retrieve, revise, and print a document using a word processing system.	Given access to a microcomputer and an assignment to key in, store, retrieve, revise (using insertion and deletion functions), and print business correspondence and/or reports, perform the functions necessary to produce the documents, with each document judged mailable based on correct placement on the page, correct punctuation, all errors corrected, and all revisions completed as directed.

SECRETARIAL ADMINISTRATION II

Course Code: 6260

Suggested Grade Level: 12

Prerequisites: Secretarial Administration I

Course Description:

Secretarial Administration II is a one-year, double-period course with primary emphasis on refining stenographic skills developed in Secretarial Administration I. Units of instruction include financial records, records management, mail processing, oral and written communication, information/word processing, calculating machine operation, office procedures, human relations skills, and machine transcription, as well as keyboarding and shorthand speed and accuracy development.

COMPETENCIES	PERFORMANCE OBJECTIVES
Calculating Machines-Financial Records	
1. Compute on 10-key calculating equipment at a minimum rate and with an error tolerance acceptable for employment.	Given access to a 10-key calculator and 20 problems dealing with addition, subtraction, multiplication, and division, compute the answers to the problems with 90% accuracy.
2. Verify amounts and totals on business forms.	Given access to a 10-key calculator and 15 varied business forms, verify the extensions and totals with 100% accuracy.
3. Prepare complete payroll for five employees.	Given access to a 10-key calculator, payroll data for five employees, and necessary forms, prepare payroll register and paychecks with all calculations 100% accurate.
4. Prepare petty cash records.	Given petty cash vouchers and a petty cash journal, record the transactions and replenish the petty cash fund, with all items recorded accurately and the fund in balance
5. Use available resources to explain electronic money and banking processes.	Given information from a textbook and class discussion, list orally or in writing at least one advantage for the bank and one advantage for the customer of home banking and electronic teller machines, with 100% accuracy.
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Data Processing	
6. Identify equipment and procedures used in data processing.	Given information on data processing systems, equipment, and sources of data, identify data processing equipment and procedures by responding correctly to 80% of the items on an objective test.
7. Sequence and define steps in a data processing cycle.	Given information on the steps of a data processing cycle, arrange the steps in sequence and record a definition for each, with all steps sequenced correctly and defined with 80% accuracy.
Database Applications	
8. Create a database such as a mailing list or a filing system.	Given a database management system, create a database, such as a mailing list or a filing system, using correct operating procedures so that the database is usable.
9. Enter, retrieve, update, save, and print alphanumeric data.	Given access to a microcomputer, a printer, a database management program, and appropriate reference manuals, enter, retrieve, update, save, and print alphanumeric data using correct operating procedures, with 100% accuracy of content.
10. Request information instructing the database program to search the database, acquire the data requested, and perform any calculations required.	Given access to a microcomputer and a database management system, request information, instructing the database management system to search the database, acquire the data requested, and perform any calculations required for viewing or printing the information in accurate form.
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Mail Processing	
11. Forward mail.	Given five pieces of mail, correctly forward the mail, when appropriate, with all items on an instructor-provided checklist rated acceptable.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
12. Classify mail.	Given information on classes of mail and five pieces of mail, determine most appropriate classification for mailing with 100% accuracy according to instructor-provided guidelines.
Maintenance and Care of Office Equipment	
13. Change paper, ribbons, and elements or print wheels on appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, change paper, ribbons, elements, or print wheels in appropriate machines, demonstrating the proper functioning of the equipment after the changes.
14. Clean keys, elements, or print wheels, and remove dust and other particles from appropriate equipment.	Given information regarding methods and procedures for maintaining office equipment, clean keys, elements, or print wheels and remove dust and other particles from appropriate machines, demonstrating the proper functioning of the equipment after the changes.
15. Clean and make minor adjustments as directed on a photocopier.	Given information regarding methods and procedures for cleaning and adjusting a photocopier and access to equipment and supplies, clean and make minor adjustments to the equipment as directed, demonstrating the proper functioning of the equipment after the changes.
16. Identify the necessity for placing service calls for office equipment.	Given a list of malfunctioning equipment and the reason each item is not functioning properly, determine with 90% accuracy those items that require service calls.
17. Outline the procedures involved in selecting and acquiring office equipment, media, and supplies.	Given instruction and information regarding the selection and acquisition of office equipment, media, and supplies, outline or demonstrate with 100% accuracy the steps necessary to prepare the requisition or order so that (1) the items requisitioned or ordered correspond to the requests and (2) requisitions or orders are accurate as to supplies, quality, sales price, item description, and terms.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Office Experience	
18. Demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office.	Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner, with 80% of the items on an instructor-provided checklist rated acceptable.
19. Perform the tasks required of a part-time office employee.	Given a simulated or actual related part-time position, complete assigned tasks according to an individualized training plan, with acceptable ratings on at least 80% of the tasks.
Records Management	
20. File documents geographically.	Given 15 pieces of correspondence, a file with guides, and folders arranged for geographic filing, index, code, sort, and file at least 12 of the 15 pieces correctly.
21. File documents numerically.	Given 20 indexed pieces of correspondence, a file with guides, and folders arranged for numeric filing, code, sort, and file at least 16 of the 20 pieces correctly.
22. File documents by subject.	Given 10 pieces of correspondence, a card file with guides, and folders arranged for subject filing, index, code, sort, and file at least eight of the 10 pieces correctly.
23. Prepare cross-reference sheets.	Given five indexed pieces of correspondence requiring cross-referencing and cross-reference cards or sheets, cross-reference at least four of the five pieces correctly.
24. Determine the appropriate filing method for case situations.	Given 20 pieces of correspondence (five each from the four different filing systems), determine the appropriate filing system for at least 80% of the pieces.
25. Retrieve documents or items of information from files.	Given five requests for retrieval of correspondence and files arranged for alphabetic, numeric, geographic, and subject systems, retrieve at least four of the five requested pieces of correspondence.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
26. Charge out documents from files.	Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or a checkout form for at least four of the five requests.
27. Describe a tickler file.	Given information on filing, state the correct definition of a tickler file with an appropriate example on a written test.
Reprographics	
28. Prepare camera-ready copy for duplication, using manual methods and desktop publishing software.	(a) Given information on photocopying and a document to be altered for photocopying, alter, type, cut, paste, and copy the document, producing a photocopy that is usable. (b) Given access to a microcomputer, desktop publishing software systems, and appropriate instruction, produce high quality printed matter that meets acceptable business standards for one of the following items: report, company newsletter, brochure, manual, catalog, or directory.
Shorthand and Transcription	
29. Record and transcribe shorthand dictation into mailable copy.	Given dictation of three letters of 125 words each dictated at 80 words per minute, record and transcribe the letters in mailable form, with a minimum of one letter transcribed in mailable form within 30 minutes. (This performance objective should be met twice.)
30. Record and transcribe office style dictation into mailable copy.	Given two letters of 125 words each in office style dictation, prepare mailable transcripts of the two letters within 45 minutes.
Spreadsheet Operations	
31. Enter data and formulas at desired locations, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program disk, instruction, and appropriate reference manuals, enter data and formulas at desired locations on the spreadsheet with 100% accuracy using correct operating procedures.
32. Retrieve, update, save, and print data, using a spreadsheet software program.	Given access to a microcomputer, an electronic spreadsheet program, instruction, and appropriate reference materials, retrieve, update, save, and print data with 100% accuracy.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Telecommunications	
33. Answer and place calls properly.	Given role-playing information for local and long-distance calls, use correct telephone techniques to answer and place calls, to route calls to proper parties, to give and receive information, and to give and take messages, using the directory when needed, with all items on an instructor-provided checklist rated acceptable.
34. Demonstrate the use of (or explain in the absence of equipment) communications functions such as electronic mail and bulletin board.	Given instruction in the concept of electronic mail and a message to be disseminated to five persons, demonstrate (or explain in the absence of equipment) the use of the electronic mail function, following guidelines of the instructor with 100% accuracy and completing the dissemination of the message.
Time and Resource Management	
35. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on a checklist rated acceptable.
36. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as shown by not requiring additional supplies and completing all assignments.
37. Evaluate own work realistically.	Given a task to be performed to specific standards and a checklist for evaluation of the task, evaluate personal work, with evaluation ratings matching those of the instructor.
38. Plan a budget based on net pay.	Given a simulated paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay with all information and calculations correct.
39. Prepare individual income tax return.	Given a federal 1040 form, tax instructions, and necessary information, prepare an individual tax return with all information and calculations correct.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
Word Processing	
40. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and unpracticed copy material of high syllabic intensity, demonstrate speed and accuracy by keyboarding for five minutes at a speed of at least 50 words per minute with no more than three errors. (NOTE: Civil Service minimum is 40 words per minute with no more than three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
41. Produce mailable documents from unarranged copy, including letters, memoranda, manuscripts/reports, statistical/financial reports, agendas, minutes, press releases, messages, and announcements.	(a) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of letters, addresses, and memoranda, type the letters, memoranda, and envelope addresses, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the letter), and correct punctuation. (b) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of manuscripts and reports, including various styles of manuscripts and reports, agendas, minutes, press releases, and messages, type the manuscripts/reports, with each item judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the manuscript/report), and correct punctuation. (c) Given access to keyboarding equipment and unarranged, high syllabic intensity copy of multiple-column tabulations, including main, secondary, and columnar headings, center the announcements and tabulations in reading position, exact center position, including boxed-in format, on full-and half-sheet paper and on unusual size paper, with 95% accuracy of placement and 100% accuracy in content.
42. Detect and correct all typographical and spelling errors on all documents typed.	Given a textbook, dictionary, reference manual, proofreading symbols, correction materials and typed copy, detect and correct all typographical and spelling errors on all documents typed, producing mailable copy.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
43. Transcribe recorded dictation of business correspondence, reports, and minutes.	Given access to a keyboard, a transcribing machine, and a tape or disk containing a report, minutes, or business correspondence, transcribe the documents using correct machine controls and meeting acceptable standards, with each document judged mailable based on correct placement on the page, acceptable corrections (not noticeable or a detraction from the correspondence/reports/minutes), and correct punctuation.
44. Handle and care for storage media, organize disks, name a document on disk, update a directory, and develop backup systems.	Given access to a microprocessor, a data disk, and a program disk, handle storage media, organize disks, label disks, initialize disks, name documents on disk, update directory, develop backup systems, and care for and handle disks without losing any material from the disk and without destroying the disk.
45. Use proper techniques to key in, retrieve, revise, spell check, and produce a document using a word processing system.	Given access to a microprocessor and guidelines, produce business correspondence or reports by performing functions to key in, revise (using insertion, deletion, block, search, and replace), spell check, and print. Documents will be judged acceptable according to correct placement on page, correct punctuation, lack of errors, and all revisions completed as directed.
46. Perform format changes on a word processing system, including line spacing, line alignment, typestyles, margin settings, page formats, headers, and footers.	Given access to a microprocessor and assignments such as letters, memoranda, manuscripts or reports that require two or more format changes, produce the documents by making change decisions that include line spacing, line alignment, type styles, line per inch, zone width adjustment, margin settings, tab settings, page formats, and headers and footers, with all documents complete and format changes made with 85% accuracy.
47. Set up columns of numbers and text in tabular format on a word processing system.	Given access to a microcomputer and a one-page table containing five columns with instructions to print the document five times revising columns that have previously been set up, set up columns of numbers and/or text in tabular format and print the document, move columns and print, delete columns and print, set up columnar headings that are centered above each column and print, and print the document with columns centered vertically and horizontally on a page, each document judged acceptable according to correct placement on the page and 100% accuracy of content.

SECRETARIAL ADMINISTRATION II (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
48. Paginate a multipage document automatically.	Given access to a microprocessor and a two-page document, paginate the document automatically with 100% accuracy.
49. Complete a manuscript by using the following operations on a microprocessor: (a) saving file; (b) retrieving file; (c) printing, using proper codes for underscore, boldface, subscripts, superscripts; (d) delete a backup file; (e) rename file; (f) copy file; (g) reformat entire file; (h) create a new file; (i) combine with original.	Given access to a microprocessor and an unprepared manuscript, complete the manuscript with 100% accuracy by using the following operations: (a) save file; (b) retrieve file; (c) print, using proper codes for underscore, double-strike, boldface, subscripts, superscripts; (d) delete a back-up file; (e) rename file; (f) copy file; (g) reformat entire file; (h) create a new file; (i) combining with original file by reading information from one file to another.
50. Merge and print documents on a word processing system.	Given access to a microprocessor, three medium-length letters to prepare, and three addresses, set up a form/shell document (matrix) and a document with addresses, merging and printing the merged documents as well as a separate address list, completing all documents with 100% accuracy.

SHORTHAND

Course Code: 6211

Suggested Grade Level: 11, 12

Prerequisites: Keyboarding Applications

Course Description:

Shorthand is a one-year, single-period course designed to develop the skill to record information from dictation and to transcribe that information into mailable copy. Either an alphabetic and/or a symbol system may be used.

COMPETENCIES	PERFORMANCE OBJECTIVES
Communication Skills	
Include all competencies from Appendix A for instruction in communication skills.	
Employability Skills and Leadership Development	
Include all competencies from Appendix B for instruction in employability skills and leadership development.	
Keyboarding	
1. Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment.	Given access to a keyboard and a five-minute time limit, keyboard straight copy at a speed of at least 40 words per minute with no more than three errors. (NOTE: Civil Service minimum is 40 words per minute with three errors for five minutes. Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)
2. Keyboard mailable business letters and envelopes.	Given two unarranged copies of business letters of approximately 100 words each, two envelopes, required supplies, reference materials, access to a keyboard, and instructions for the format, keyboard two mailable letters, one with a carbon, and two envelopes within 40 minutes.
3. Keyboard mailable interoffice memoranda.	Given rough-draft edited copies of two memoranda, access to a keyboard, necessary supplies, and instructions on the format, keyboard the memoranda in mailable form, one with a carbon, within 30 minutes.

SHORTHAND (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
4. Keyboard addresses on envelopes with all errors neatly correctly.	Given 10 addresses, 10 envelopes, access to a keyboard, and instructions on the format, keyboard addresses on the envelopes in mailable form within 10 minutes.
Shorthand and Transcription	
5. Identify, read, and write shorthand characters, outlines, and symbols rapidly and accurately.	(a) Given necessary instruction and 50 shorthand outlines, read at least 75% of the outlines accurately within eight minutes.
	(b) Given a familiar letter of at least 70 words (regular or brief form material), read the letter in five minutes with at least 75% accuracy.
	(c) Given 50 theory words, phrases, and brief forms, write 75% of the shorthand outlines correctly within 10 minutes.
	(d) Given a previously written homework assignment, read a sentence or paragraph orally from the assignment within a given time with at least 75% accuracy.
	(e) Given dictation, read orally from written outlines with at least 75% accuracy within a specified time limit.
6. Write rapidly and accurately from familiar and unfamiliar dictation material.	Given dictation of familiar and unfamiliar shorthand outlines, write the correct outlines with 80% accuracy.
7. Apply pre-transcription skills in preparing typewritten transcripts.	Given a business letter in which there are errors in capitalization, numbers, abbreviations, punctuation, and word division, circle each error and then keyboard the letter with errors corrected, with at least 80% of the errors found and corrected.
8. Transcribe fluently from shorthand notes.	(a) Given homework notes, transcribe a letter with at least 75% accuracy within a given time limit.
	(b) Given notes from familiar dictation at 50 words per minute, transcribe one average-length letter (150-160 words) in 20 minutes with no more than seven errors (first semester).

SHORTHAND (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
8. Transcribe fluently from shorthand notes (continued).	(c) Given dictation from unfamiliar material at a minimum of 60 words per minute for three minutes, complete three typewritten transcripts, each transcript completed within 45 minutes with 95% accuracy.
Time and Resource Management	
9. Keep area in and around the work station uncluttered.	Given an assigned work station and a checklist for maintaining it, maintain an orderly work station for 90% of the grading period, with all items on checklist rated acceptable.
10. Demonstrate cost-effective use of resource materials through efficient utilization of supplies allocated in a classroom.	Given a set of supplies to be used in completing a simulation set, allocate and use supplies in a cost-effective manner with minimum waste, as demonstrated by not requiring additional supplies and completing all assignments.

APPENDIX A

COMMUNICATION SKILLS

COMPETENCIES	PERFORMANCE OBJECTIVES
1. Develop and maintain a vocabulary list.	Given accurate definitions of newly-acquired business words, develop and maintain a personal word list, adding at least five new words each week.
2. Locate and verify information.	Given a writing assignment and access to reference materials, gather information suitable for the topic using a dictionary, thesaurus, encyclopedia, and other resources and citing at least five references.
3. Interpret charts, graphs, schematics, illustrations, tables, and other visual aids.	Given charts, graphs, schematics, illustrations, tables, and other visual aids; discussion relevant to a particular topic; and a worksheet, interpret the visual aids by answering questions on the worksheet provided, with 85% of the responses accurate.
4. Identify and summarize main and subordinate ideas.	Given a newspaper or magazine article of 500 words or fewer, identify and summarize the main and subordinate ideas in the article according to predetermined guidelines.
5. Compose and format a business letter.	Given access to equipment, letterhead stationery, and a business letter writing situation, compose and format an appropriate business letter that meets all standards for mailability.
6. Proofread and edit documents for spelling, punctuation, capitalization, word division, abbreviations, number usage, accuracy of content, and clarity of expression.	Given sample documents containing various errors in spelling, punctuation, capitalization, word division, abbreviations, number usage, accuracy of content, and clarity of expression, proofread and edit to produce documents of mailable quality.
7. Develop an outline for a short report.	Given access to references on a given topic, select, organize, and relate relevant information in a written outline that meets instructor-provided guidelines.

APPENDIX A

COMMUNICATION SKILLS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
8. Make an oral presentation.	Given information on effective speaking and a topic, make a three-minute oral presentation before the class, demonstrating a controlled voice, speaking correctly, expressing ideas clearly and concisely, and answering questions coherently, all items on an instructor-prepared checklist rated acceptable.
9. Participate in the exchange of ideas within small and large groups.	Given a problem and assignment to a discussion group, participate in a 10-minute exchange of ideas within the group, comparing the results of the session with those of other groups in the class and meeting the standards for effective group dynamics, according to an instructor-prepared checklist.
10. Apply decision-making techniques to solve problems.	Given a list of the six steps useful in making decisions-- (1) identify and define the problem; (2) perform required research, study, or analysis; (3) select three possible solutions; (4) choose what appears to be the best solution; (5) review the tentative decision to assure it is best; and (6) prepare a defense for the decision-- and a problem, write or describe orally what takes place in each step completely and accurately.

APPENDIX B

EMPLOYABILITY SKILLS AND LEADERSHIP DEVELOPMENT

COMPETENCIES	PERFORMANCE OBJECTIVES
1. Develop a career plan.	Given access to job information and to persons representing local business, postsecondary education, and military service, select an occupation and write a paper of two to three typewritten pages that includes the following components: (1) Match work modes to the selected occupation; (2) Set career objectives; and (3) Identify job opportunities, educational requirements, and skills necessary for advancement in the selected occupation.
2. Develop a resume (personal data sheet) and a letter of application.	Given an advertisement for a job of interest, complete a one-page resume and letter of application, following instructor-provided guidelines for acceptable resumes and letters of application.
3. Complete a job application form.	Given a job application form, prepare the application with 100% accuracy and in a manner that presents the applicant favorably.
4. Demonstrate successful interview techniques.	Given an actual or simulated job interview situation, participate in an interview of at least five minutes, meeting instructor-provided standards for a successful interview.
5. Compose and produce an interview follow-up letter.	Given a simulated interview for an advertised job, complete an acceptable interview follow-up letter that conforms to all standards of mailability.
6. Identify and exhibit the attitudes and habits appropriate for work.	(a) Given a checklist of at least 10 work attitudes for habits that employers value (e.g., accuracy, adaptability, punctuality, reliability, productivity, trustworthiness, orderliness, ability to follow directions, integrity, good judgment), check the "yes" or "no" column for each entry on the list to assess personal traits, all items requiring a response. (b) Given class discussion of attitudes and work habits appropriate for work, exhibit the identified attitudes and habits in class, will all items on self- and instructor-maintained checklists rated acceptable.

APPENDIX B

EMPLOYABILITY SKILLS AND LEADERSHIP DEVELOPMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
7. Identify the personal traits that can affect human relations.	(a) Given a class discussion of personal traits appropriate for work and an individual personal checklist, exhibit those traits in class, all items rated acceptable on both self- and instructor-maintained checklists. (b) Given five case problems where an employee is having a human relations problem with another employee, a customer, or the employer, read and analyze the cases and indicate orally or in writing the type of decision the employee should make in each case to solve the problem, with at least four cases correctly solved.
8. Exhibit good grooming and appropriate attire for work.	Given a role-playing or actual office situation and the expected standards of dress and grooming, dress appropriately and demonstrate the essentials of good grooming, all items on an instructor-prepared checklist rated acceptable.
9. Maintain regular and prompt attendance.	Given a class schedule, arrive on time and attend class according to school regulations.
10. Determine priorities in completing work.	Given a description of required office activities for a designated period of time, organize the activities in order of importance and complete each task professionally, using proper procedures.
11. Exhibit leadership skills developed through participation in the activities of the Future Business Leaders of America.	(a) Given a list of leadership qualities such as initiative, imagination, independence, individuality, ability to motivate others, ability to inspire confidence, and delegation of responsibility, rate self on each quality using the following scale: 5= very high; 4= high; 3= average; 2= low; 1= very low.

APPENDIX B

EMPLOYABILITY SKILLS AND LEADERSHIP DEVELOPMENT (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
11. Exhibit leadership skills developed through participation in the activities of the Future Business Leaders of America (continued).	(b) Given an assigned task, demonstrate leadership by accepting responsibility, displaying a positive attitude toward work, showing pride in accomplishment of the task, and working with or without supervision, according to instructor-provided guidelines.

NOTE: Suggested leadership activities can be taken from the FBLA Guide as follows:

4.1-4.16	Job-seeking skills
4.27-4.39	Human relations skills
4.27-4.52	Leadership training skills.

APPENDIX C

BUSINESS MATHEMATICS

Course Code:	6141
Suggested Grade Level:	9, 10, 11, 12
Prerequisites:	None

Course Description:

Business Mathematics is a one-year, single-period course. It is the application of the fundamental computational processes to solve consumer and business problems. The student reviews and applies fundamental computation skills, establishes habits of neatness and accuracy in working with numeric data, and develops the ability to organize and analyze numeric data. The instructional content includes computational problems dealing with retail credit, purchasing, payroll, budgets, banking, taxes, graphs, and transportation. The development of personal attitudes and work habits is also a vital part of the course. Electronic calculators and microcomputers with software should be integral equipment.

COMPETENCIES	PERFORMANCE OBJECTIVES
Business Records	
1. Complete a purchase invoice.	Given a purchase invoice in which the quantity and unit prices are known, complete the purchase invoice by computing the extensions, discounts, and net amounts and determining the due date of the invoice, with all answers correct.
2. Complete a sales invoice.	Given a sales invoice in which the quantity prices, trade discount rate, and sales tax are known, complete the sales invoice by computing unit prices, extensions, discounts, sales tax, and totals with 100% accuracy.
3. Make change for sales transaction.	Given a change sheet containing amount of purchase, amount given in payment, and change due columns, make change by calculating the least number of coins and bills to be given in change, using the "counting-forward" method, with all answers correct.
4. Compute markup problems.	Given information and problems concerning markup, (a) compute the amount of mark-up and selling price when the markup is based on the cost; (b) compute the percent of markup based on the cost; (c) compute the amount of markup and cost when the markup is based on the selling price; and (d) compute the percent of markup based on the selling price, with 80% of the problems computed correctly.

APPENDIX C

BUSINESS MATHEMATICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
5. Compute markdown problems.	Given information concerning the concept of markdown in which the original price and the percent of markdown are known, compute the amount of markdown and new selling price of each item, with 80% of the problems computed correctly.
6. Prepare a cash-drawer count and proof-of-cash report.	Given a proof-of-cash form; actual counts of coins, bills, checks; the less-cash fund; and cash register tape reading, prepare a cash-drawer count and proof-of-cash report with 100% accuracy.
7. Compute with electronic calulator trade and cash discounts, interest and discount on notes, and sales commission or service documents.	Given instructions, access to a calculator, and business papers such as invoices, notes, memoranda on notes discounted, and sales reports, extract data from the business papers, compute with electronic calculator, audit, and correct all work, with all errors corrected according to instructions given.
Buying of Goods and Services	
8. Analyze cost of meal using house brand food items versus national brand.	Given a list of house brand items with costs and national brand items with costs, develop a cost analysis of a holiday meal and determine the savings if the house brands are purchased, with all computations 100% accurate.
9. Compare cost of clothing on sale with the original price.	Given description of purchases made during a holiday sale, the quantity of items bought, the original prices, and the sales prices, determine the savings with 100% accuracy by comparing the total original price with the total sale price.
10. Compute down payment on car.	Given the purchase price of a car, the sales tax rate, the cost of license plates and transfer fees, and the percentage of down payment required, compute the total down payment required by the dealer with 100% accuracy.
11. Compute monthly payment on home purchased.	Given the purchase price of a home, the down payment percentage rate, the savings and loan interest rate, and a specified period of time to repay the mortgage, compute the amount of monthly payments, using the monthly payment table, with 100% accuracy.

APPENDIX C

BUSINESS MATHEMATICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
12. Compute the advance payment on rental property.	Given the monthly rental cost of an apartment, the amount of security deposit, and the stipulation for paying the advance payment, compute the advance payment on the rental property with 100% accuracy.
13. Determine the most economical means of transporting items.	Given shipping specifications, appropriate zone charts, and zone rate sheets for shipping items by parcel post, UPS, truck, bus, and air, determine the most economical and efficient means of transporting selected shipments, with all calculations correct.
Computational Skills Review	
14. Round off whole numbers, decimals, dollars, and cents.	Given problems on rounding off whole numbers to the nearest ten, hundred, and thousand; decimals to the nearest tenth, hundredth, and thousandth; dollars and cents to the nearest hundred dollars, ten dollars, dollar, ten cents, and cent, round off the numbers with 85% accuracy.
15. Calculate addition problems containing whole numbers and decimals.	Given addition problems (some requiring subtotals) of whole numbers, calculate the problems with 80% accuracy.
16. Calculate subtraction problems containing whole numbers and decimals.	Given subtraction problems (some requiring credit balance answers), calculate the problems with 80% accuracy.
17. Calculate multiplication problems containing whole numbers and decimals.	Given multiplication problems that contain whole numbers, decimals, percents, and approximations, calculate the problems with 80% accuracy.
18. Calculate division problems containing whole numbers, percents, and decimals.	Given division problems that contain whole numbers, percents, and decimals, calculate the problems with 80% accuracy.

APPENDIX C

BUSINESS MATHEMATICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
19. Operate a calculator by the touch method to solve addition, subtraction, multiplication, and division problems.	Given access to an electronic calculator and addition problems (some requiring subtotals); subtraction problems (some requiring credit balance answers); multiplication problems (some requiring the use of decimals, percents, and constant and accumulative multiplication functions); and division problems (some with varying decimal places), operate a calculator by the touch method to solve 80% of the problems correctly.
20. Explain mathematical data.	Given data already computed, such as interests, discounts, or percentages, explain verbally the precise meaning of the answers to another student while being observed by the instructor, with explanation correct and no elements omitted.
Graphs	
21. Interpret data on line, bar, and circle graphs.	Given three graphs (line, bar, circle) and specific instructions, interpret the data by preparing a simple statement for each graph, explaining precisely what the graph shows, with all data correctly analyzed and reported according to instructions.
22. Construct bar, line, or circle graphs.	Given business reports on earnings and/or sales and instructions, construct a bar, line, or circle graph by selecting the appropriate type and plotting the data on the graph, with graph labeled correctly so that it corresponds with instructions and is meaningful to the readers.
Payroll	
23. Compute earnings for individuals paid on hourly rate, piece rate, and/or commission.	Given the piece rate, the rate of commission, the rate of pay per hour, and the total hours worked for designated individuals, compute the earnings for the individuals with 100% accuracy.
24. Compute net pay for single and married individuals with involuntary and voluntary deductions.	Given the amount an employee earns, the number of exemptions allowed, the marital status of the employee, income tax tables, and social security employee tax table, compute the net pay for the employee with 100% accuracy.

APPENDIX C

BUSINESS MATHEMATICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
25. Complete and balance a payroll register.	Given completed time cards, employee earnings record, income tax withholding table, FICA tax table, and blank payroll register, complete and balance the payroll register, with all calculations 100% accurate.
26. Prepare an employee earnings record.	Given a completed payroll register and an employee earnings record form, record the appropriate information on the employee earnings record with 100% accuracy.
Personal Money Records	
27. Calculate the average monthly expense of selected items.	Given the summary of expenses for a family of five for a five-month period, calculate with 100% accuracy the average monthly expense for each item in the expense summary, rounding off to the nearest dollar.
28. Complete check records and checks.	Given blank checks and stub, check number, date paid, name of person to whom the check is issued, amount of the check, and name of the person issuing the check, prepare the check and stub legibly and accurately.
29. Prepare deposit slips.	Given a blank deposit slip, a checkbook, and a list of items for deposit, including two checks, coins, and currency, complete the deposit slip accurately and legibly and adjust the checkbook balance with 100% accuracy.
30. Prepare a bank reconciliation.	Given information pertaining to a bank reconciliation, including name of company, date, bank balance, outstanding checks, bank service charge, and deposits in transit, prepare a bank reconciliation with agreeing balances.
31. Calculate a deposit, interest, and total savings over a period of time.	Given an interest table, an individual's take-home pay, and the weekly percentage of savings, calculate with 100% accuracy (a) the amount deposited in account at the end of three years; (b) the amount of interest earned during this period; and (c) the total amount in the account at the end of five years if the individual continues to save.

APPENDIX C

BUSINESS MATHEMATICS (continued)

COMPETENCIES	PERFORMANCE OBJECTIVES
32. Prepare form 1040A tax return.	Given form 1040A, a completed W-2 form, tax tables, filing status, exemptions, wages, and salary, complete form 1040A for an individual, with all computations and entries correct.
Retail Credit	
33. Compute new balances for customers on revolving charge accounts.	Given the end-of-month balance, rate of interest, and minimum monthly payments chart, compute with 100% accuracy the new balances for customers with revolving charge accounts.
34. Determine the savings of cash purchases over installment purchases.	Given the cash price of merchandise, the down payment rate of the same merchandise purchased on the installment plan, a carrying charge on the unpaid balance, and the number of monthly payments, calculate with 100% accuracy the amount of each monthly savings of cash purchase over installment purchase.
35. Determine monthly payment and total interest paid on an installment loan.	Given the amounts of various loans for differing lengths of time, interest rates, and a monthly payment schedule, determine with 100% accuracy the monthly payment and the total interest on each loan.

The Virginia Department of Education does not unlawfully discriminate on the basis of sex, race, color, religion, handicapping conditions, or national origin in employment or in its educational programs and activities.

The activity which is the subject of this report was supported in whole or in part by the U. S. Department of Education. However, the opinions expressed herein do not necessarily reflect the position or policy of the U. S. Department of Education, and no official endorsement by the U. S. Department of Education should be inferred.